

CR
MIXC
LIFESTYLE

Extraordinary
New Chapter
A Brilliant Future

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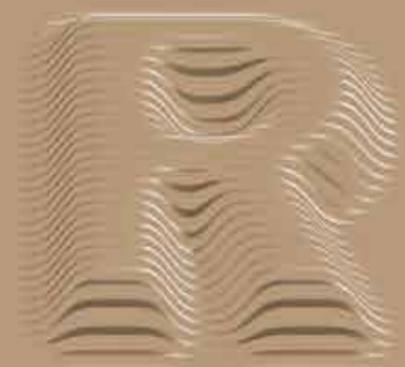


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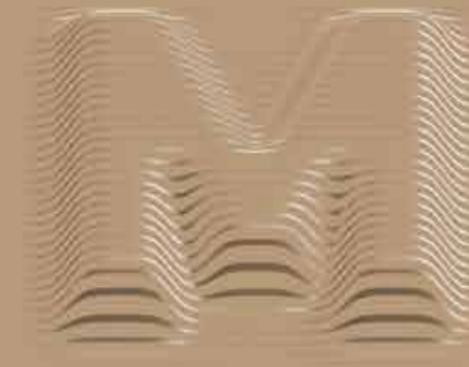
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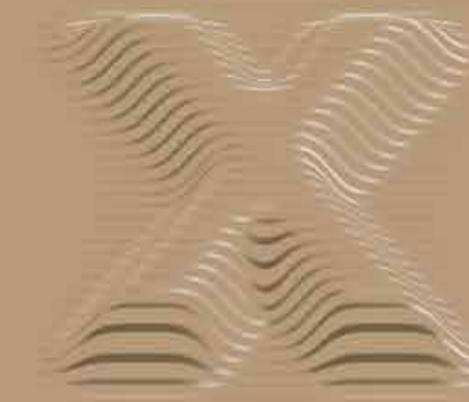
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Company's Message



Li Xin

Chairman of the Board of Directors of China Resources Mixc Lifestyle Limited
Chairman of the Sustainability Committee

Extraordinary New Chapter A Brilliant Future

In 2023, China continued accelerating the recovery and expansion of consumption with a steady revival of domestic consumer market. Following the measures of increasing consumer purchasing power, improving consumption conditions, and innovating consumption scenarios, China promptly promoted upgrades and expansion of resident consumption as well as a higher-quality industrial development.

China Resources Mixc Lifestyle (hereinafter referred to as the "Company" or "we"), guided by its "153" Environmental Society and Governance (ESG) strategic plan, embraces the sustainability as a vital driving force to bolster a high-quality growth. In concert with partners, we co-created and shared success to better satisfy people's aspirations for a wonderful life. Over the past year, the Company has demonstrated a resilient development, with its commercial property management arm solidifying its industry-leading position and ushering in a new era of top "100 Malls". The residential property management team maintained its front-runner status while proactively transitioning to a service provider of urban space operations. The Company's market capitalization and price-to-earnings ratio were ranked the best in the industry and recognized as the "Phoenix Star Best Hong Kong-Listed Company (2023)".

Aspiring to become "a world-leading sustainable enterprise", CR Mixc Lifestyle worked together with consumers, property owners, brand owners, tenants, partners, employees and other stakeholders. We accelerated the fulfillment of three goals: leading business advancement, empower city development, and building a better life. Through integrating concepts of a sustainability in the business and management, developing a comprehensive ESG management system, and fostering a concerted force of a sustainability, we successfully gained a widespread recognition in the industry. In 2023, CR Mixc Lifestyle was ranked the 51st on the SASAC list of "Top 100 ESG Pioneers among Central State-owned Enterprises" and 77th on CCTV's list of "Top 100 ESG Listed Companies in China". The Company was also included in the Hang Seng Climate Change 1.5 ° C Target Index, HSI ESG Enhanced Index, and HSI ESG Enhanced Select Index. Aforementioned achievements further approved new progresses in the field of sustainability were successfully made.

Regarding corporate governance, we aimed for "product excellence, brand eminence, innovation leadership, and modern governance", established the "1425" action framework for creating a world-class enterprise from scratch, and earned a spot on SASAC's "Double Hundred Enterprises" list. In 2023, the Company's Board of Directors established a Sustainability Committee to integrate ESG into governance processes of our company, strategic decision-making, and risk management; We built a risk control and compliance management system covering all business regions and city based residential property management companies, and embedded risk and internal control management throughout the Company's operational processes. This approach minimized risk impacts, bolstered steady business growth, and propelled us towards becoming a world-class enterprise with higher efficiency, stronger competitiveness, and greater influence.

In terms of green development, we promoted the establishment of an "Carbon Peak and Carbon Neutrality" strategy implementation system, set up a working group, and built a target system centered on quantitative and management objectives; Through low-carbon energy-saving renovations, self-built photovoltaic systems, and green power procurement, the carbon intensity per unit management area was decreased by 3.80%, achieving our annual carbon reduction control target. The Company incorporated the creation of green malls into its commercial operation strategy, and added 11 new green malls during the year, while two office building projects obtained green property certifications. As a light-asset management company, while steadily advancing our operational emissions reduction, we continually contemplated and explored ways to motivate value chain partners to jointly embrace sustainability concept. This year, the Company initiated the Sustainability Initiative targeting shopping mall tenants, and reached a sustainability consensus with over 20,000 partners. Our 93 shopping malls jointly held the inaugural "Sustainability Living Week" and achieved new prospects for sustainable cooperation with broader scope, deeper levels, and more concrete measures.

Social responsibilities wise, we adhered to our strategic positioning as an "urban quality lifestyle service platform", served societal needs, strengthened community investment, and explored the convergence of urban and community sustainability. We strongly supported the 31st World University Games in Chengdu, the 19th Asian Games in Hangzhou, and the 81st World Science Fiction Convention in Chengdu. We created and launched the "MIXC GUARDIAN" social responsibility brand system and solidly carried out accountability practices in the following four major fields: low-carbon environmental protection, rural revitalization, community care, and public responsibility. The "Nonprofit Lecture Hall" benefited 1,247 children across eleven CR Hope Towns. Focused on public emergency responses, we partnered with Tencent SSV to introduce a "Social Public Emergency" cooperation framework. A total of 157 AED setups were completed across 52 cities nationwide that further accelerated organic integration of social responsibilities and businesses.

Time bears witness to extraordinary achievements and those with perseverance write new chapters of glory. The year of 2024 marks the 75th anniversary of the founding of the People's Republic of China, a crucial year for reaching the goals of the "14th Five-Year Plan". This year also marks the 20th anniversary of CR Mixc Lifestyle. To adapt to a constantly changing world, era, and industry, we will continuously implement "high quality, high efficiency, high standard, and rapid growth" as the principle, maintain a strategic resolve, adhere to promoting a high-quality development through internal growth, steadfastly move towards becoming "China's most influential light asset management company" and creating "a world-class enterprise", and strive to compose a new chapter of the CR Mixc Lifestyle development.

About CR Mixc Lifestyle

Corporate Profile

China Resources Mixc Lifestyle Services Limited, (hereinafter referred to as "CR Mixc Lifestyle", stock code:1209.HK) is a leading property management and commercial operation service provider in China. It listed on the Hong Kong Stock Exchange on December 9, 2020, and included in the Constituent Stock of Hang Seng Index on November 18, 2022. By sticking to the corporate vision of becoming an "urban quality life service provider trusted and loved by customers", it is committed to building an urban quality lifestyle service platform covering "all businesses, all customers, all products and all services" by virtue of its excellent operational service capacity, extensive ecological resources and strong integrated membership system.

SASAC "Top 100 ESG Pioneers among Central State-owned Enterprises"

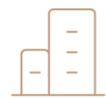
CCTV "Top 100 ESG Listed Companies in China"

Constituent Stock of Hang Seng Index

HSI ESG Enhanced Index

HSI ESG Enhanced Select Index

Hang Seng Climate Change 1.5°C Target Index



Business

Shopping malls in operation
101

Newly opened shopping malls
13

Total area under management
370
million square meters

Contracted area
425
million square meters



Environment

Year-on-year decrease in Scope 1 and Scope 2 carbon emission intensity
3.8%

Self-generated photovoltaic electricity
4.89
million kilowatt-hours

Total procurement of green electricity and green certificates
77.1881
million kilowatt-hours



Society

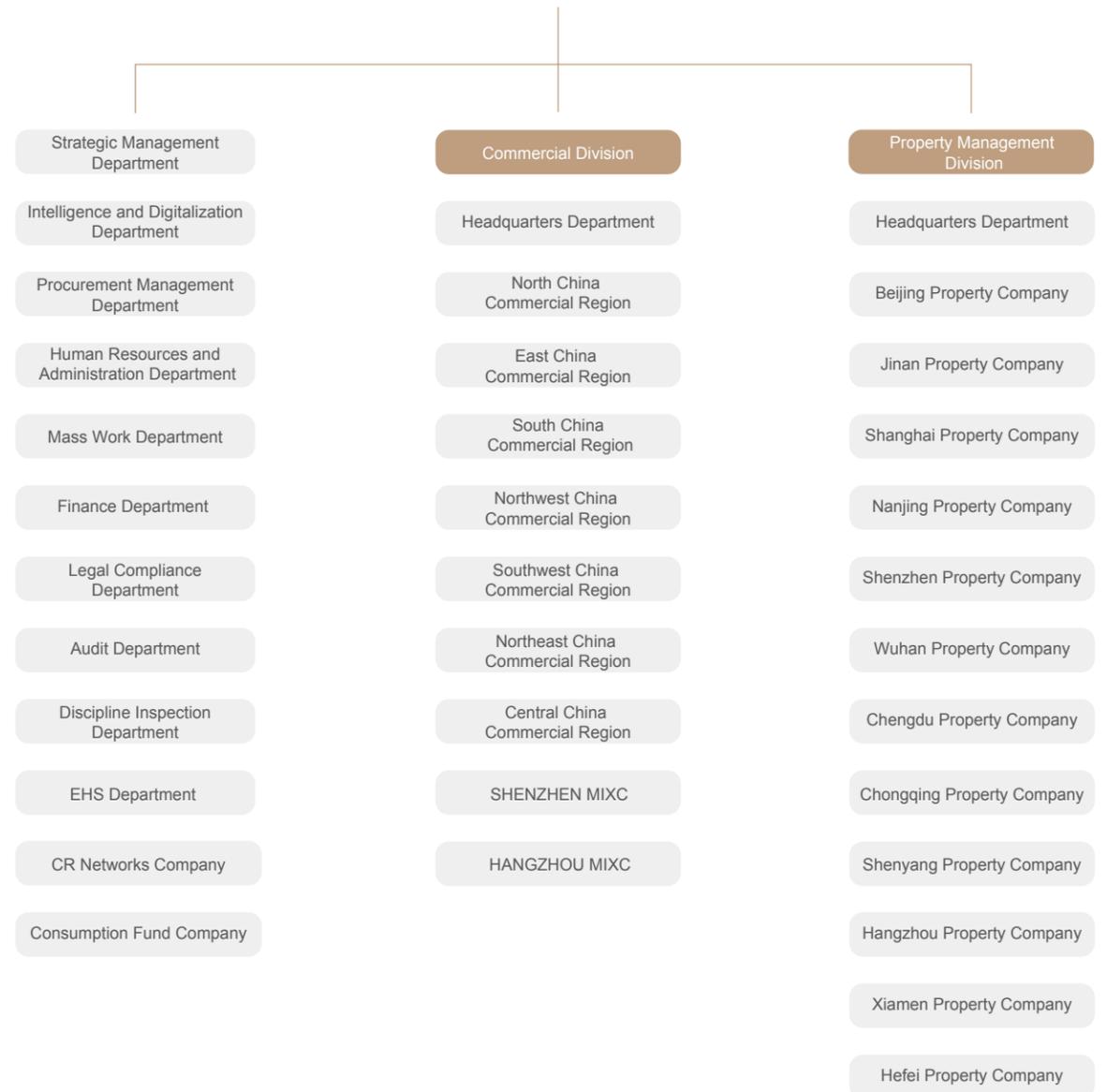
Employees
40,977

Employee volunteers
5,234

Hours of volunteer service
17,010
hours

"MIXC GUARDIAN" public welfare lecture halls
11

Organizational Structure



Brand Culture

CR Culture for the "14th Five-Year Plan" Period



DNA
 Determined to realize the great rejuvenation of the Chinese nation
 Pursue to create a happy life for the people
 Strive for the economic prosperity for the country

Value
 Integrity·Performance-Oriented
 People Centricity·Win-Win Collaboration

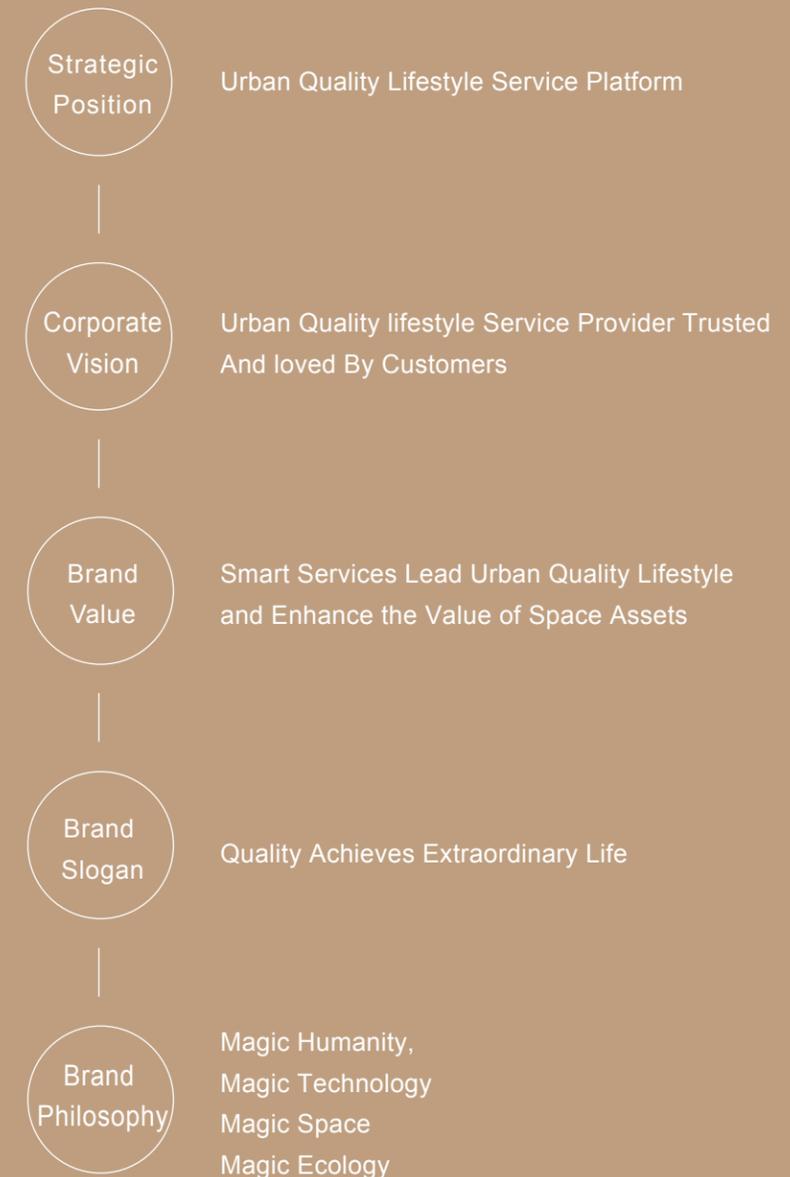
Mission
 Lead the Business Progress and Build a Better Life Together.

Spirit
 Dedicated oneself to the cause of the country
 Be the pioneer to be innovative
 To forge ahead with perseverance
 Exert constantly for the betterment

Vision
 To be a world-class enterprise that is trusted and preferred by the people

Atmosphere
 Sincerity,Solidarity,Open-mindedness, Proactivity

Brand Concept



Highlighted Projects in 2023

Major Achievements and Initiatives

01

Improved corporate governance by establishing a Sustainability Committee under the Board of Directors; further strengthened the leadership among sustainability affairs.



02

Clarified that by 2030, the reduction in Scope 1 and 2 carbon emission intensity compared to the base year shall not be less than 16%. Annual control targets: 1.2% annual reduction in carbon emission intensity from 2023 to 2025, and 0.8% annual reduction from 2025 to 2030.



03

Incorporated the creation of green shopping malls into the operational strategy, with a clear goal of seeking green mall certification for all operational shopping malls. Added 11 new green shopping malls during the year and proactively align with local green property standards; Newly added two new green office building projects.



04

The Property Management Division obtained ISO 50001 and GB/T 23331 Energy Management System certificates; achieved new progress in energy conservation management and energy efficiency improvement.



05

Established a social responsibility system; promoted the integration of social responsibility and sustainability; Focused on low-carbon environmental protection, rural revitalization, community care, and public responsibility; created the "MIXC GUARDIAN" responsibility brand, and implemented the "Nurturing Hope" public welfare educational aid and agricultural aid activities.



06

Incorporated partner engagement into sustainability guidelines by launching two initiatives: 1) issued 17 Sustainability Initiative to reach a consensus with over 20,000 shopping mall partners on green spaces, energy conservation and low carbon, and sustainable operations; 2) Held the inaugural "Sustainable Living Week" in 93 shopping malls, connected tenants and consumers to promote green and low-carbon operations, cultural prosperity, sustainable fashion, and physical and mental health.



09

Incorporated health and well-being into business operations by announcing the joining of the WELL at Scale Plan and initiating the WELL Health-Safety Rating (HSR) for the first 13 projects.



07

Strengthened community investment by collaborating with Tencent SSV to implement a socialized emergency project (AED) aiming to cover 655 projects nationwide by 2025.



08

Introduced "Red Administrator" property services to 10 CR Hope Towns, and established "Public Welfare Lecture Halls" to support rural quality education development.



Honors and Awards



Comprehensive and Sustainability Awards

- TOP 1 in Commercial Real Estate Enterprise Performance in 2023
- TOP 1 in Retail Commercial Real Estate Industry in 2023
- TOP 1 Commercial Real Estate Influential Enterprise in 2023
- SASAC "Top 100 ESG Pioneers among Central State-owned Enterprises"
- CCTV "Top 100 ESG Listed Companies in China"
- "Phoenix Star Best Hong Kong-Listed Company"
- TOP 10 Commercial Real Estate Enterprises for ESG Performance in 2023
- Leading Enterprise in Social Responsibility Contribution for China's Property Industry in 2023
- "Five-Star" Report Evaluation by the China Corporate Social Responsibility Report Expert Committee



Human Resources Awards

- TOP 1 Organizational Strength of Best Employers in China's Property Industry in 2023
- Most Beloved Employer Brand Award in 2023



Ratings

Win.d

WIND: A-



SynTao Green Finance: A-

MORNINGSTAR

Morningstar Sustainalytics: Low Risk, ESG Regional Top Rated(Asia / Pacific)

MSCI

MSCI: BBB

Sustainability Guidelines

Over the past two decades of business practices, CR Mixc Lifestyle has consistently advocated a responsible development philosophy. To better lead the Company's sustainability and articulate our philosophy and direction to partners and employees, the Company launched its "153" ESG strategy in 2023. With the vision of "becoming a world-leading sustainable enterprise", the ESG strategy covers five areas: MixcLifestyle ecosystem, people centricity, mutual-winning partnership, green development, and business integrity, encompassing 22 priority issues including "community communication and inclusion" and "talent attraction and retention".



1
VISION

Becoming a world-leading sustainable enterprise

5
AREAS

Mixc Lifestyle ecosystem
People centricity
Mutual winning partnership
Green development
Business integrity

3
VALUES

Lead business advancement
Empower city development
Build a better life

Based on the ecosystem business model, we aim to provide high-quality services for all customers, to empower urban economic growth and vitality, and to shape the city's humanistic and artistic environment through the integration of quality resources and the operation of full-format urban space.



Mixc Lifestyle Ecosystem

Priority Issues



Community communication and inclusion



Local economic development promotion



Intelligent community

Adhering to the objective of "respecting the human value, developing the human potential, and enhancing the human spirit", we aim to innovate talent acquisition strategies, to build a well-rounded talent development system, to enhance employees' sense of fulfillment and happiness, and eventually to share the benefits of development with all employees.



People Centricity

Priority Issues

 Talent attraction and retention	 Talent training and development	 Protection of labor rights and interests
 Employee health and safety	 Diversity and integration	

Together with brands, tenants, partners, suppliers, consumers, owners and all customers, we aim to build a partnership of "mutual benefits, growths, and achievements", better meet people's yearning for a better life, participate in sustainable action, and promote sustainability process.



Mutual-Winning Partnership

Priority Issues

 Customer service and satisfaction	 Customer communication engagement
 Customer health and safety	 Green and sustainable supply chain

Applying green concepts to all business; applying green goals to all projects; applying green management to all process. We aim to minimize the adverse impact on the environment and climate, and to ensure green, low-carbon, harmonious coexistence between mankind and nature.



Green Environment

Priority Issues

 Greenhouse gas emission management	 Water resource management	 Addressing climate change
 Energy efficiency	 Waste management	

Strictly following the corporate value of "Integrity", through continuous improvement of the modern governance system and commitment to business ethical standards, we aim to accelerate the Company's long-term stable operation and sustainability in the future.



Business Integrity

Priority Issues

 Business ethics and anti-corruption	 Information security and privacy protection	 Corporate governance
 Intellectual property protection	 Risk management	

Sustainability Management

Sustainability Governance Structure

Board of Directors

The Board of Directors of CR Mixc Lifestyle oversees the Company's sustainability affairs and participates in formulating the Company's ESG strategy and implementation. In March 2023, the Board of Directors established a Sustainability Committee, and authorized it to supervise the Company's policies, measures, and performance in environmental, social, and governance aspects, evaluate the Company's sustainability and risk-related matters, report to the Board of Directors semi-annually, review the progress of ESG related goals and indicators and make decisions.

Sustainability Committee

The Sustainability Committee is chaired by the Chairman of the Board of Directors. Other members include one Executive Director and two Independent Directors. The Committee reports major issues of sustainability to the Board of Directors through the Chairman. Based on the terms of reference, the Sustainability Committee reviews the Company's relevant strategies and makes recommendations to the Board of Directors.

ESG Working Group

The Company has established an ESG Working Group at its headquarters, with members from various departmental teams responsible for different issues. The group comprises employees with diverse backgrounds, professions, and years of service. To promote the implementation of the "Carbon Peak and Carbon Neutrality" strategy, the headquarters has established an "Carbon Peak and Carbon Neutrality" Office to coordinate and promote the implementation of Carbon Peak and Carbon Neutrality goal and low-carbon action plans.

Board of Directors' ESG Governance Statement

The Company and its Board of Directors follow the requirements of the China Securities Regulatory Commission's Code of Corporate Governance for Listed Companies and the Hong Kong Stock Exchange's Corporate Governance Code and Environmental, Social and Governance Reporting Guide. We have strengthened the Board's supervision and participation in the Company's ESG affairs, and proactively integrated ESG into the Company's development strategy, major decisions, and production operations.

The Board of Directors of the Company, as the highest responsible and decision-making body for ESG, takes full responsibility for corporate environmental, social and governance (ESG) strategy and reporting. Since the establishment of the Sustainability Committee, the Board of Directors has authorized the Sustainability Committee to supervise and manage the ESG policies, measures and performance. The Sustainability Committee provides daily oversight and management of ESG matters through the ESG Working Group.

The Board of Directors participates in the evaluation and judgment of the importance and priority of ESG issues, and puts forward views and suggestions on issues that may affect the long-term sustainability of the Company. In addition, the Company has integrated key ESG risks into its overall risk management system, and the management is involved in assessing key business related risks and developing risk response measures.

During the reporting period, the Board of Directors had a clearer understanding of the evolving global ESG landscape and stakeholders' feedback on the Company's ESG performance through special presentations by the ESG working group, board training and daily inquiries, and reviewed the Sustainability Report and ESG issues that have significant impact on the Company, including but not limited to: (i) ESG strategy and target progress; (ii) monitor the company's commitment and performance on key issues such as addressing climate change, environmental protection, and community engagement; (iii) the differences in the Company's ESG performance at the domestic and international levels; (iv) Sustainability Report boundaries and other ESG matters.

Substantive Analysis

To better respond to stakeholders' expectations and requirements and clarify the focus of ESG practices and information disclosure, the Company conducts a substantive survey every two years through various methods including communication interviews and questionnaires. All stakeholders, including employees, property owners, tenants, consumers, suppliers, government, industrial, academic and research institutions, media, and partners, are invited to participate in the substantive survey and importance assessment.



Step 1: Issue Identification

Based on the Company's strategic priorities, industry characteristics, mainstream domestic and international social responsibility standards and guidelines, ESG information disclosure policy guidelines, and ESG rating requirements, we established a database of the Company's sustainability issues and built a sustainability report indicator system.



Step 2: Screening and Assessment

By issuing a questionnaire, we invited various stakeholders to evaluate the importance of each issue, and identified their key concerns.



Step 3: Issue Analysis

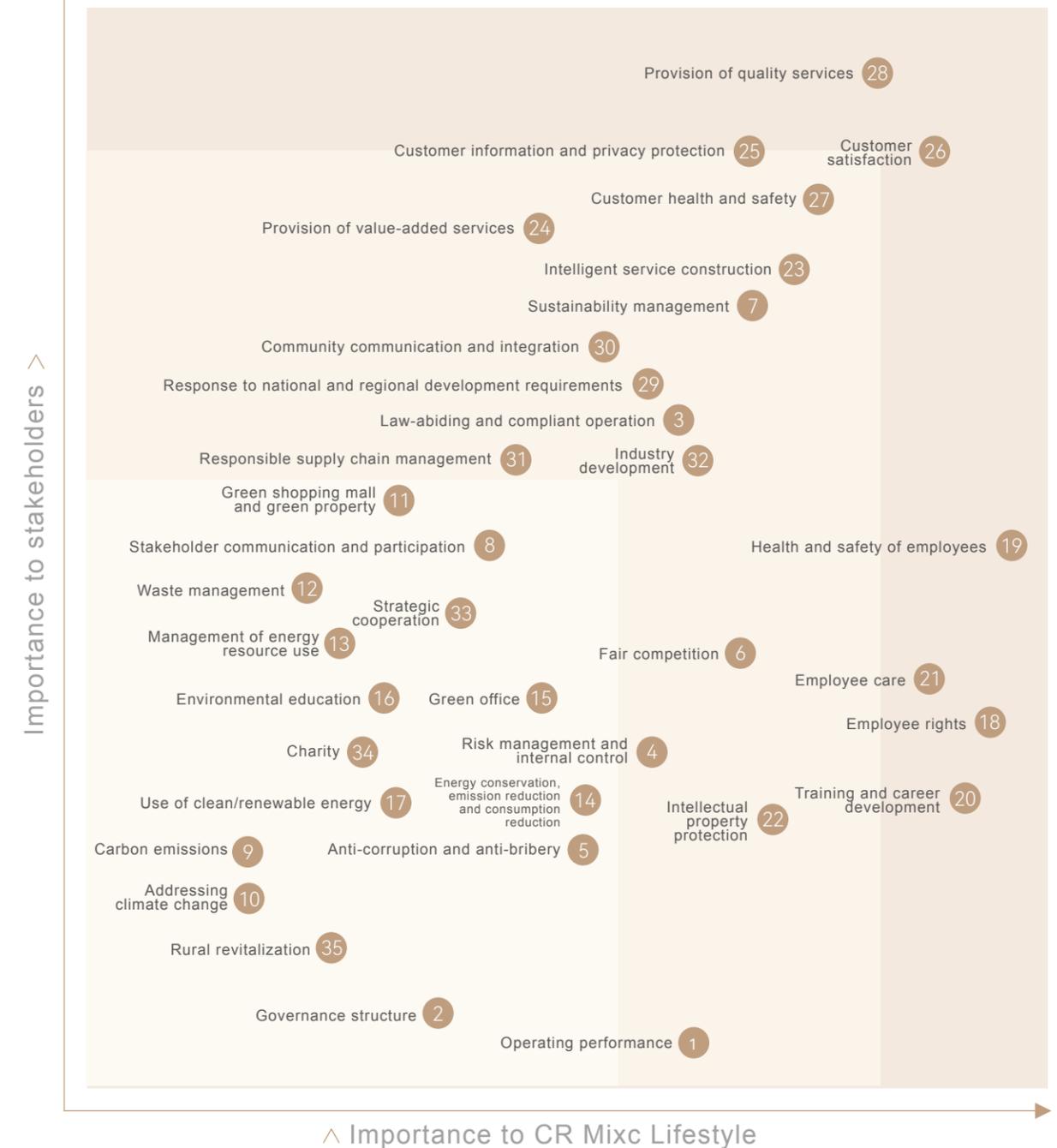
In combination of the Company's development strategy and results of stakeholders' evaluations, an analysis on the impacts of stakeholders and importance of company's development was conducted to contribute in the substantive matrix of the Company's Sustainability Report of 2023.



Step 4: Review and Confirmation

The Sustainability Committee and experts reviewed and selected the key substantive issues for disclosure, serving as a major reference to the Company's Annual Sustainability Report.

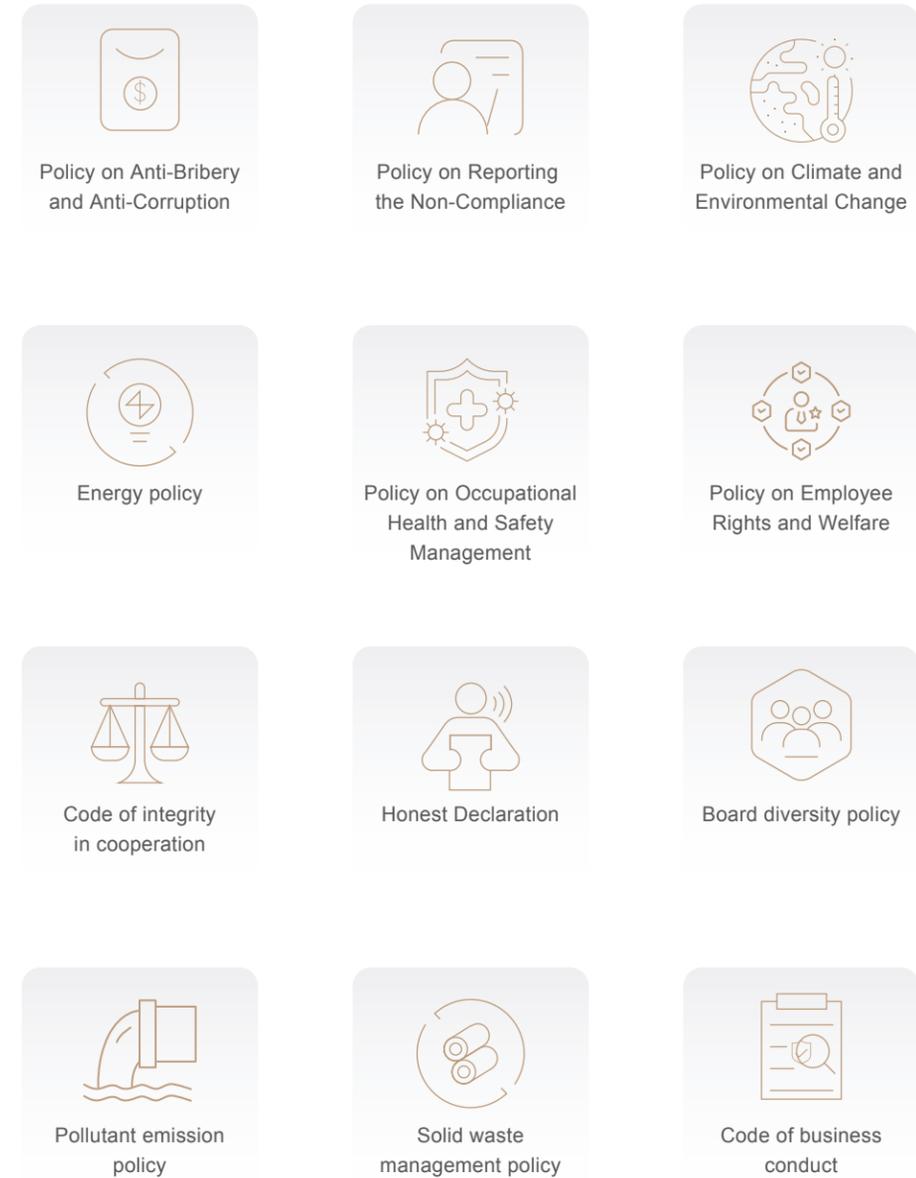
Materiality Matrix



1. Operating performance
2. Governance structure
3. Law-abiding and compliant operation
4. Risk management and internal control
5. Anti-corruption and anti-bribery
6. Fair competition
7. Sustainability management
8. Stakeholder communication and participation
9. Carbon emissions
10. Addressing climate change
11. Green shopping mall and green property
12. Waste management
13. Management of energy resource use
14. Energy conservation, emission reduction and consumption reduction
15. Green office
16. Environmental education
17. Use of clean/renewable energy
18. Employee rights
19. Health and safety of employees
20. Training and career development
21. Employee care
22. Intellectual property protection
23. Intelligent service construction
24. Provision of value-added services
25. Customer information and privacy protection
26. Customer satisfaction
27. Customer health and safety
28. Provision of quality services
29. Response to national and regional development requirements
30. Community communication and integration
31. Responsible supply chain management
32. Industry development
33. Strategic cooperation
34. Charity
35. Rural revitalization

Sustainability Policies

To institutionalize and promote the sustainability process, CR Mixc Lifestyle has formulated various policies on environment, society, and governance, and subsequently published on the Company's official website and other channels.



Sustainable Capabilities Building

Sustainable capabilities building is deemed as a crucial foundation for promoting and implementing ESG initiatives. We organize ESG-themed training sessions to disseminate the ESG philosophies, share the latest industry updates, and conduct specialized training on Sustainability Report compilation for headquarter departments and affiliated units to enhance our ESG implementation capabilities and standards.

Organized two sessions of ESG training for the Company's management

2
sessions

One session on the preparation training of Sustainability Report

1
session

Communication with Stakeholders

We enhance communication with shareholders and establish stable and effective communication mechanisms. Through the annual Sustainability Report, the Company's official website, meetings, and other channels, we promptly respond to stakeholders' expectations and demands, and disclose relevant performance information.

Stakeholder category	Expectations and demands	Communication and responses of CR Mixc Lifestyle
Government and regulators	<ul style="list-style-type: none"> High-quality development Law-abiding and compliant operation Support regional development Implement national policies 	<ul style="list-style-type: none"> Strive to create a world-class enterprise Continuously strengthen legal operation and compliance management Participate in government-related meetings and collaboration Respond to relevant national policies
Customers	<ul style="list-style-type: none"> Product and service quality Protect legitimate rights Provide value-added services Intelligent services 	<ul style="list-style-type: none"> Establish and improve customer service systems, enhance public opinion, management and improve service quality Protect customer privacy and promptly respond to customer inquiries Provide customers with innovative value-added services Utilize technological innovation or information technology tools
Employees	<ul style="list-style-type: none"> Protect employee rights Promote employee developments Take care of employee health Participate in company management 	<ul style="list-style-type: none"> Establish competitive compensation systems and welfare guarantee mechanisms Organize employee Training, improve promotion mechanisms, and build development platforms Improve working conditions and care for employees in difficulty Conduct employee activities and strengthen communication with employees

Stakeholder category	Expectations and demands	Communication and responses of CR Mixc Lifestyle
Suppliers Partners	<ul style="list-style-type: none"> Cooperate for win-win outcomes Achieve common growth Promote industry development 	<ul style="list-style-type: none"> Implement transparent procurement, build strategic cooperation and communication platforms, and optimize supply chain management mechanisms Provide empowerment training for suppliers and promote supply chain responsibility fulfillment Participate in industry organizations and promote sustainability of the industry
Investors Shareholder	<ul style="list-style-type: none"> Steady value creation Information transparency and openness Protection of shareholder rights 	<ul style="list-style-type: none"> Achieve Steady Growth in Performance and Improve Continuous Profitability Enhance Information Disclosure Convene Shareholders' Meetings, Performance Explanation Meetings, etc
Industry associations Industrial, academic and research institutions	<ul style="list-style-type: none"> Follow industry standards Promote industry development Promote industrial innovation 	<ul style="list-style-type: none"> Strengthen external communication and cooperation, participate in industrial innovation researches Participate in industry awards and make suggestions for industry specifications Enhance industry-academia-research cooperation and cultivate talents for the industry
General public	<ul style="list-style-type: none"> Support community charities Provide job opportunities; Addressing climate change Protect ecological environment 	<ul style="list-style-type: none"> Actively engage in charitable donations and participate in social welfare activities Conduct campus and social recruitment Identify climate change risks and opportunities, and implement the "Carbon Peak and Carbon Neutrality" strategy Fully implement green operation and green office practices, and carry out energy conservation and emission reduction Strengthen environmental data disclosure and manage environmental-related risks Organize environmental protection and sustainability-themed activities, and advocate for a green and sustainable lifestyle
Media	<ul style="list-style-type: none"> Information transparency and openness 	<ul style="list-style-type: none"> Establish a comprehensive spokesperson system Maintain good communication with media



Responsibility Spotlight:

MIXC GUARDIAN - Safeguarding Harmony Together

CR Mixc Lifestyle regards fulfilling social responsibilities as an essential part of sustainability. To summarize its long-term practical experience and institutionalize its social responsibility system, the Company launched the "MIXC GUARDIAN - Nurturing Hope" public welfare education assistance program in Nanjiang CR Hope Town, where the Company launched the "MIXC GUARDIAN" responsibility brand, held a charity donation ceremony for education assistance, and unveiled the "Public Welfare Lecture Hall" in Nanjiang CR Hope Town. The "MIXC GUARDIAN" focuses on four areas: low-carbon and environmental protection, rural revitalization, community care, and public responsibility. The Company also proposed the "Four Guardianships" advocating safeguarding the Earth, rural areas, communities, and homes.

Low-carbon and environmental protection:

concentrate on issues such as low-carbon practices, environmental conservation, biodiversity, climate change, and green development; coordinate with governments, NGOs, and societal forces to foster a harmonious coexistence between humans and nature.

Guarding the Earth, Cherishing Nature

Rural revitalization:

engage in rural governance, connect industrial resources, and implement public welfare projects, to promote the economy, governance, and ecological development of CR Hope Towns, designated local assistance recipients, and counties for paired support.

Guarding Countryside, Nurturing Hope

Community care:

carry out care programs to specific groups such as the elderly and disabled, as well as urban builders like couriers, deliverymen, and sanitation workers.

Guarding Communities with Loving Warmth

Public responsibility:

actively participate in volunteer actions for public emergency response and disaster relief; concentrate on urban public spaces, shopping malls, and communities; collaborate with social forces to contribute to the resolution of social public issues

Guarding Homes against Disasters



Key Milestones

Rural Revitalization

With the support of our employees, customers, and partners, we brought quality education courses such as arts and language learnings to CR Hope Towns, to contribute to the balanced development of quality education in rural areas. As of 2023, we had established "MIXC GUARDIAN Public Welfare Lecture Halls" in 11 CR Hope Towns (including 10 completed towns and 1 under construction), where quality education courses were regularly available. A total of 20,313 donations were collected, benefiting 1,247 children.



MIXC GUARDIAN
Public Welfare Lecture halls

11
projects

Benefiting
children

1,247
childrens



Low-carbon and Environmental Protection

The Company proactively leverages its influence in sustainability. Combining the efforts of events including "World Earth Day", "World Environment Day", and "Earth Hour", we promote green and low-carbon concepts to the public and partners. A total of 901 activities were organized throughout the year.

In 2023, 93 of our shopping malls jointly initiated the first "Sustainable Living Week" in which we promulgated the Sustainability Initiative to over 20,000 partners. 22 shopping malls launched multiple recycling campaigns, which conveyed the sustainable living concept, "Guarding the Earth, Cherishing Nature".



Green and low-carbon
activities

901
activities

The Sustainability
Initiative over

20,000
partners

Community Care



Our employee volunteers are widely seen in community activities, caring for special groups, and charitable events. By 2023, the Company had 5,234 volunteers who accumulated 17,010 hours of volunteer service. Additionally, we encourage our shopping malls and property projects to initiate care stations and supply stations for deliverymen and couriers across 21 cities nationwide.

The Company
had volunteers

5,234
peoples

Accumulated volunteer
service time

17,010
hours



Public Responsibility

We have established a cooperation framework with Tencent SSV on "Socialized Public Emergency Response", focusing on the installation of AED devices and the deployment of emergency response systems in shopping malls and property projects. The First-Aid training and associated emergency rescue programs were initiated at the shopping malls. In 2023, these efforts were implemented in 157 projects across 52 cities, which further enhanced the emergency response capabilities in public spaces and guaranteed public health and safety.



"Socialized Public
Emergency Response"

157
projects

Covering

52
cities



MixcLifestyle Ecosystem

Community communication and inclusion

Local economic development promotion

Intelligent community



Highlighted Projects in 2023

Cities and communities are the foundations upon which CR Mixc Lifestyle's sustainability rests. Over the past nearly 20 years of practice, our connections with cities, communities, and stakeholders have grown ever closer, further solidified by the formulation of our Sustainability Guidelines.

We focus on economic vitality, resident satisfaction, and development, strives to create values for stakeholders, and contribute to community growth and urban prosperity. To better implement those guidelines through our projects in 2023, we launched an "Urban Prosperity" pilot program for shopping malls and encouraged our projects to integrate sustainability concepts into business operations. The followings summarized highlighted practices:

SHENYANG MIXC

SHENYANG MIXC initiated a "Re-Green program" with the eco-friendly principles of "Renew, Revive, Reuse". In collaboration with shopping mall tenants and cross-industry partners, it encouraged sustainable consumption and reduced single-use packaging through mall vouchers or CR Star rewards, to further promote recycling.

Re-Green Initiatives:

- To encourage Mixc members to start collecting e-Stars, exclusive eco-friendly merchandises were rewarded to participated consumers.
- Customized coffee tumblers and eleven coffee promotions were provided at the "Bring Your Own Cup" campaign; Collaborating with cosmetic brand stores, customers who returned used containers were rewarded with brand points and CR Stars.
- A "Re-use Plan" was initiated by recycling used cloths and other items.



SHENYANG TIEXI MIXC ONE

SHENYANG TIEXI MIXC ONE is strategically located at the core golden intersection of Shenyang's Tiexi District, a historical commercial hub. Responding to the government's call, TieXi Mixc created the "Xihongshi Night Market" night culture IP, where reached over 3,000 square meters designated to the scene of consumption. This invigorates the commercial atmosphere along the Tiexi golden intersection and Xinghua Street. The project has received prestigious accolades, including the only "Nightingale Award" in Northeast China, the "Liaoning Night Economy Demonstration Block", and the "Shenyang Night Economy Demonstration Block". In 2023, "Xihongshi" underwent a revitalizing upgrade, integrating elements of urban life, social welfare, and healthy living to create iconic urban culinary brand such as the "Chicken Frame Museum". Concurrently, in collaboration with the Disabled Persons' Federation of Tiexi District, public welfare stalls were established to assist individuals with disabilities, creating a community hotspot that blends culture, gourmet experiences, and charitable initiatives.



Scan the QR code to learn more

SHENZHEN MIXC WORLD

SHENZHEN MIXC WORLD is located in Dachong, Nanshan District, Shenzhen, and was opened in 2017. The project preserves the cultural heritage of the original Dachong Village, including the Dawang Ancient Temple, the Zheng Family Ancestral Hall, and ancient banyan trees. With an architectural design concept of "neighborhood + mall", it achieved a close connection between space and the community, public, history, and the future. ShenZhen MixC World has an annual brand renewal rate exceeding 40%, contributing to Shenzhen's goal of becoming an international shopping center. Through sustainable space operations and frequent community dialogues, it was well integrated with the local community. In 2023, it was awarded the "Characteristic Commercial District of Guangdong Province".



- Established a communication platform with the youth group and launched the new "MIXTURE" cultural content brand, spawned offline spaces, cultural publications, co-branded products, and more.
- Created a creative commercial space and launched multiple city topics and deeply engaged communities and brands in co-creation.
- Introduced high-quality cultural and artistic experiences and hosted nearly 10 art exhibitions throughout the year, including the phenomenal Mickey Mouse art exhibition co-presented with UCCA Group and Disney.
- Optimized the "one-click service" system to provide customizable services for special groups including children and the disabled.



Scan the QR code to learn more

GUIYANG MIXC ONE

Starting 2021, Stakeholders were involved in the project operations of GUIYANG MIXC ONE with the emphasis on establishing interactions with the local community and partners. In 2023, GUIYANG MIXC ONE launched the "Mixc Partner" program, aiming to integrate resources and initiate cross-sector collaborations with tenants and brand owners.

Initiatives include:

- Opened up an China Resources Oriental Suggestions and Proposals Studio that initiated an "Oriental Commercial Alliance" sharing resources with other 40 members within the district.
- Supporting youth innovation and entrepreneurship by jointly hosting entrepreneurship markets with the community, creating a youth employment incubation base, and building exchange platforms through school-enterprise cooperation, international alumni associations, cultural festivals, etc., to facilitate youth employment and entrepreneurship.
- In 2023, 36 outstanding partners were awarded the "Mixc Partner Award".



SHENZHENBAY MIXC

SHENZHENBAY MIXC is CR Mixc Lifestyle's second MixC project in Shenzhen. It combines urban characteristics with art, landscapes, and cultural elements to create a new urban commercial space integrating scenarios, retail, and experiences. In 2023, SHENZHENBAY MIXC introduced the "ReBay" resource recycling concept and successfully implemented it in operations and brand collaborations:

- Recycled previously non-recyclable advertising billboards into fashionable "eco-friendly bunny bags" and advocated the concept of the recycling economy.
- Partnered up with the eco-friendly coffee brand A'GAIN to launch the "ReCoffee" campaign - Coffee grounds and natural soybean oil were used to make coffee grounds recycled aromatherapy, reusable ceramic cups and recycled kraft paper were used as packaging, and the aromatherapy can be used as vases or mugs.



NANNING MIXC

NANNING MIXC has taken a leadership role in sustainability, integrated sustainable concepts into operations and promoted positive interactions with associated parties that created an inclusive and harmonious community.

- Regularly provided volunteer services and initiated social welfare activities: during events like World Autism Awareness Day and Fire Prevention Month, it collaborated with communities, hospitals, and schools to hold fundraisers, free clinics, and public education campaigns.
- Cultural Preservation: during the international intangible cultural heritage event "Zhuang March Fair" each year, NanNing Mixc featured multiple performances to promote Guangxi's cultural characteristics.
- Launched the "Sustainable Lifestyle Aesthetics Program": focusing on topics including the circular economy, low-carbon transportation, and biodiversity, NANNING MIXC collaborated with non-profit organizations and brands to roll out various activities.



Scan the QR code to learn more

QINGDAO MIXC

QINGDAO MIXC is one of the shopping malls with the largest construction area and the most established brands, located in the city center adjacent to a transportation hub with high foot traffic. In 2016, the mall opened up a new space "N Park", combining a "street market + park" architectural concept that integrates green and healthy living ideas into a fashionable, fun, and interesting community space.

- Outdoor and experiential activities served as entry points, with lifestyle events curated monthly in collaboration with in-mall tenants and external quality resources to create buzz-worthy markets.
- Partnering with tenants, the mall launched various green and health-themed activities, including an urban 3v3 basketball tournament, a 100-person Zumba night, and Qingdao's first "Waste Sorting Revival Festival" that attracted over 10,000 participants on daily average.



Promoting Community Development

Revitalizing Urban Spaces

Communities are an essential part of public life, and CR Mixc Lifestyle recognizes the significant impact of our projects on society and the environment. We are committed to creating vibrant and sustainable communities by strengthening our integration and interaction with communities. Many of our projects hold influential positions in their respective cities and communities, fulfilling various social functions. We prioritize enhancing cooperation with governments, communities, and partners to improve community sustainability and benefit all stakeholders.

HKEX
Aspect B8
KPI B8.1

| Urban Space Operations

By integrating urban resources and operating urban spaces, operations and services of urban ecosystem were initiated to create unique urban scenarios.

Developing the Longmenhao Old Street Cultural Tourism Area:

Longmenhao Old Street is located in the middle section of Nanbin Road, Nan'an District, Chongqing, covering an area of 380 mu (25.3 hectares) with a construction area of over 90,000 square meters. It is the largest and best-preserved historical and cultural old street in Chongqing's main urban area. CR Mixc Lifestyle's property service team respected the community's historical heritage and, based on Longmenhao Old Street's positioning as an "international city landscape display area and Chongqing city image reception venue", established an integrated security system involving "security patrols, technical monitoring, and emergency response". Through innovative service initiatives, we assisted in building a Longmenhao Old Street Cultural Tourism Area.

- Formulated "classified and tailored" cleaning and maintenance measures based on the characteristics of the old buildings and vegetation, ensuring the preservation of the historical appearance and Chongqing city style.
- Prioritized the use of biodegradable and recyclable consumables during service delivery, gradually reducing the use of plastic materials.
- Collaborated in organizing intangible cultural heritage, antique, and cultural and creative handicraft fairs to ensure that everyone understands the history of the old street and can share stories about it and provided high-quality services to further elevate visitors' experiences.



| Revitalizing Community Functions

The long-term and sustainability of a community relies on well-maintained public infrastructure and public services. We aim to fully integrate our projects into the community and benefit associated groups by improving supporting facilities.

SHENZHEN MIXC'S Integration with the Community:

Located in Luohu District, SHENZHEN MIXC was our first shopping mall project, and is one of the city's largest integrated complexes. Surrounded by office buildings, residential areas, and five-star hotels, the project has fulfilled its unique social function as a commercial complex since opening in 2004, focused on community needs and sought integration with the community and the city.



- A 200-meter underground passage connecting the metro station and the basement of Diwang Tower offers convenient and comfortable transportation spaces for the public.
- Transformed an urban park into a plaza served as a transportation hub.
- Constructed overhead bridges between CR Tower and Phases I and II complexes that further bring conveniences to commuters.
- Phase II complex adopted an outdoor format that provided a place serving multiple purposes including gathering, socializing, leisure, entertainment, and rest.

Invigorating Communities

HKEX
AspectB8
KPI B8.1

| Meeting Diverse Needs

"MIXC", "MIXC ONE", and "MIXC WORLD" are brands developed by CR Mixc Lifestyle. We leverage our influences in the commercial sector to bring in high-quality domestic and international resources, promote cultural development in the communities where our projects are located, and create new public cultural spaces to meet diverse needs.

SHENZHENBAY MIXC Refreshes the City's Fashion Landmark:

On November 2, 2023, CHANEL held its 2023/24 Cruise Collection launch event, a three-day cultural activities, including short films screening and live graffiti creation by various artists at SHENZHENBAY MIXC. This marked CHANEL's first major fashion event in China since 2019 and followed the 2022 Louis Vuitton Fashion Art Exhibition.



In its fifth year of operation, SHENZHENBAY MIXC gained increasing popularity from brand owners. Multiple projects result in creating neighborhood spaces for art, exhibitions, visual merchandising, and market-style events that offered diverse spatial experiences and attracted large crowds for photography and check-ins, eventually SHENZHENBAY MIXC became a social media hotspot.

THE NEW Leading New Trends at Traditional Commercial Districts:

The "2023 Beijing Xidan Fashion Annual Meeting and New-Year Shopping Spree" event kicked off at THE NEW. Aligning with peak sales seasons like "Double 12" and New Year's Day, the event brought together businesses from various industries in Xicheng District, including retail, culture and tourism, education, healthcare, finance, and online services. Activities included distributing promotion vouchers, hosting car exhibitions, jewelry discounts, cultural performances, and science exhibitions. Numerous shopping malls, including THE NEW, participated in this event, and created a new landmark for consumption experiences.



Located in Beijing Xidan business district, THE NEW opened in 2021 positioning itself as "Youth Trend Hub" which injects more vitality into the business district with an 80% first store share and a brand new spatial form.

| Enriching Community Life

In addition to continuous refinement in the service realm, the diverse and colorful community activities and explorations have forged a beautiful connection between CR Mixc Lifestyle and the city. Through art exhibitions, cultural dialogues, and other forms, we bring in diverse cultural vitality into regional public spaces and participate in the construction and creation of regional public cultural spaces. We have successfully hosted events including the International Art Festival and the Shungang Low-Carbon Art Festival.

Supporting the Low-Carbon Art Festival:

On March 18, 2023, the Shungang Low-Carbon Environmental Protection Art Festival kicked off at Shungang Sub-district's Chuxin Park in Shenzhen, co-organized by CR Mixc Lifestyle's Shenzhen property company. The event was open to the public free of charge, featuring an environmental art exhibition area, a green market, a game experience area, a band performance area, and a recycling area. Through the combination of "low-carbon art + ecology + five-senses experience", the festival aimed to raise public awareness of environmental issues. The event also held a natural and ecological-themed painting exhibition created by children and youths in Shenzhen, expressing their most genuine longing and expectations for their hometown.



Serving People's Livelihood

Promoting Economic Development

We are committed to promote local economic development through the successful operation of our projects. As of 2023, CR Mixc Lifestyle has 101 operating shopping malls, with 13 newly opened shopping malls that year. The annual retail sales of shopping malls reached 181.2 billion yuan.

HKEX
Aspect B8
KPI B8.1

shopping malls in the local top three
in terms of retail sales

82

accounting for

81.2%

"100% Mixc" Continued to Unleash Consumption Potential

Since the first "100% Mixc" consumption season event kicked off in 2017, it has become a significant event in the commercial retail sector, and brought year-end shopping festivities to consumers. In 2023, we collaborated with brand partners and cross-industry resources to launch multiple activities across over 60 cities nationwide. The primary objective was to offer more benefits and conveniences to consumers, and unleash consumption potential:

- Collaborated with 20 brands, including Estée Lauder, PurCotton, Champion, FILA, Huawei, and Chow Tai Fook, focused on consumer membership benefits, customer services, and product varieties.
- Joined forces with CR Land to hold the "100% Mixc, House Purchase Season Upgrade" event, offered exclusive benefits such as house purchase discounts, bonus points, and member gifts.
- Introduced tens of millions of cross-industry marketing benefits for the event, covered categories like daily transportation, live e-commerce, and financial insurance.



CHONGQING MIXC Reshaped Consumption Experience

In June 2023, with the opening of the North District, CHONGQING MIXC has become one of the important large-scale projects of high-end luxury shopping malls in China. The project partnered with NetEase Cloud Music to launch the "City Cloud Tour Guide" IP in Chongqing for the first time. A brand-new living scenario was built up based on the combination of local food, culture and independent music. Additionally, one project introduced the "British Library" exhibition featuring authentic British editions, taking the public to a 2000-year fantastic journey to experience the essence of human civilization's history. Through artistic curation and cross-industry collaborations, this project proactively constructed its commercial space's cultural attributes and brought a rich shopping experience to consumers.



Community Investment

HKEX
Aspect B8
KPI B8.1、B8.2

CR Mixc Lifestyle focuses on the long-term and sustainability of cities. We aim to bring positive impacts to urban and community stakeholders by increasing community investment.

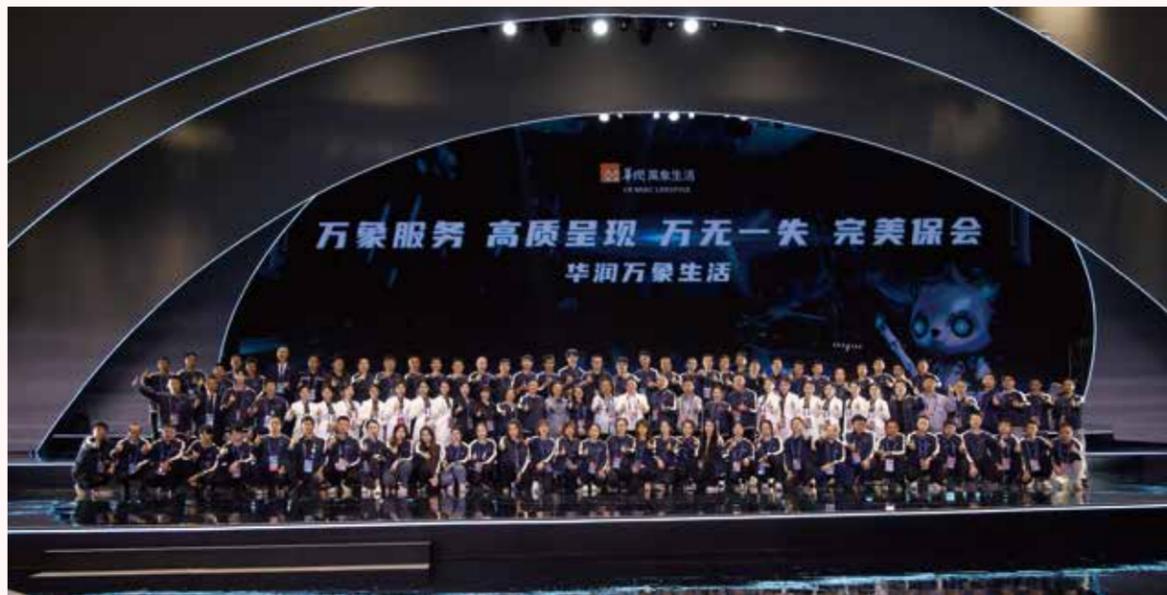
Volunteers	Hours of volunteer service
5,234	17,010 hours

| Fulfilling Social Responsibilities

We consider social responsibilities as the key to achieving corporate sustainability and have integrated this concept into our business model. In 2023, we successfully ensured the holding of important city events such as the Chengdu Fisu World University Games and the World SF Convention with the requirement of "zero mistakes, zero error, and zero accident" guarantee service standards.

Supporting to the Chengdu Fisu World University Games:

The 31st Summer World University Games in Chengdu (hereinafter referred to as the "Chengdu Universiade") were successfully held on August 8, 2023. CR Mixc Lifestyle was the property service provider of the "One Stadium, Three Venues" of Dongan Lake Sports Park, a crucial venue for the opening ceremony, gymnastics, and swimming events. We assembled a service team of over 1,200 members to complete various event support tasks. During the gymnastics events, the service team welcomed over 150,000 spectators and provided basic property services to over 6,500 athletes and technical representatives.



△ The opening & closing ceremonies and the Hugo Awards ceremony of 2023 Chengdu World Science Fiction Convention were successfully held by us.



△ The China-Central Asia Summit at the Xi'an Silk Road International Convention and Exhibition Center we successfully held by us.

"Overseas Chinese Home" at LUYANG MIXC ONE in Hefei

The Luyang District of Hefei has over 600 returned overseas Chinese and relatives, as well as more than 200 overseas Chinese-funded enterprises. LUYANG MIXC ONE launched the "Overseas Chinese Mixc" brand, leveraged resources and integrated activity platforms to serve as a bridge and link. It has become the provincial-level "Overseas Chinese Home" in Anhui, and offered services for overseas Chinese:



1 Exclusive Card:

Created the "Mixc Overseas Chinese Service Card" and provided 37 special commercial benefits for overseas Chinese and their relatives.

4 Major Hubs:

Established four overseas Chinese hubs - Chinese Culture, Literary Elegance, Audiovisual, and Connections.

3 Event Categories:

Hosted three types of services for overseas Chinese - "Appreciate Chinese Beauty", "Showcase Youthful Grace", and "Enjoy Sports and Leisure".

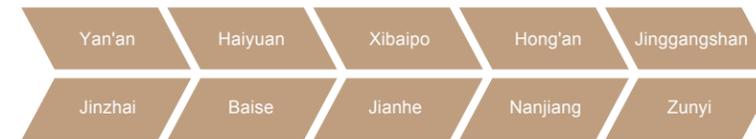
Special Program for World Autism Awareness Day

On April 2, 2023, to mark the 16th World Autism Awareness Day, SHENZHENBAY MIXC and Tencent Music co-presented a program to raise awareness about individuals with autism and encourage more people to join in supporting and warming the hearts of autistic children. Continuing the "If Music Had a Shape" charity concept, this program integrated philanthropy, music, and paintings created by autistic children to create a thematic music caring art exhibition. For this event, the Qianchuang Bookstore at ShenZhenBay Mixc curated a special book list to help the public better understand the challenges faced by "children of the stars" and call for more love and care.



| Rural Revitalization

CR Mixc Lifestyle has brought its mature property management experience to rural areas. After three years of exploration, we have achieved deep integration between property services and rural revitalization through the "Red Administrator" property model. Leveraging the professional advantages of the Red Administrator in property management, we have tailored a scientific, reasonable, and replicable rural property service system.



CR Mixc Lifestyle's property services have been introduced to

10

CR Hope Towns

"Red Administrator" to Support Rural Revitalization

Since 2021, CR Mixc Lifestyle has leveraged its property service advantages to introduce the "Red Administrator" property service model to CR Hope Towns. While providing property services, we have helped improve the living environment, created employment opportunities for villagers, and enhanced the towns' comprehensive prevention and control capabilities. To better support town development in 2023, we increased assistance for local specialty industries, carefully selected high-quality local specialty agricultural products and promoted their sales through our community e-commerce platforms, such as "E-Mixc" App and "Zhaoxi" platform to add another sales channels for local villagers.



Scan the QR code to learn more

Building Intelligent Community

CR Mixc Lifestyle views digitalization as key to maintaining corporate competitiveness and innovation capabilities. The commercial membership service platform "E-Mixc" App was launched in 2016, to provide users with an integrated online and offline experiences. The residential property service platform "Zhaoxi" was launched in 2022.

HKEX
Aspect B8
KPI B8.1

We integrate digitalization and intelligence into cities and communities, and assist local governments in building smart cities. Through information technology, intelligent, and digital platforms, and technologies such as the Internet of Things, big data, cloud computing, and artificial intelligence, we promote the implementation of facilities like energy consumption monitoring, environmental sensors, smart waste sorting, and intelligent irrigation to build convenient and people-benefiting communities.

Integrated Online-Offline Experience from "E-Mixc" App

Launched in 2016, "E-Mixc" App is a commercial membership online service platform that has evolved into a comprehensive platform encompassing apps, H5, applets, and Wechat official accounts. The name "E-Mixc" is derived from the ancient Chinese phrase "The spiritual nature makes a person charming in many ways, and an extraordinary taste is cultivated by an otherworldly demeanor", reflecting our aspiration to uncover more of Mixc's beauty. Through the "E-Mixc" App, we have established connections with over 40 million users. The platform provides core services like store finder, self-service point accumulation, parking fee payment, and member benefits redemption, integrates functions such as point redemption for gifts, event registration, and product sales. This has further expanded the radius of our services, and offered users new experiences.



Scan the QR code to follow "E-Mixc" official WeChat account

Participating in the "Property Management City" Project in Yuehai Subdistrict

We proactively participated in the comprehensive "Property Management City" reform pilot in Nanshan District, Shenzhen. On July 1, 2023, we were involved in the "Property Management City" project at Yuehai Subdistrict, established an operations platform through big data, cloud computing, and the Internet of Things technologies to efficiently manage information about people, locations, events, objects, situations, and organizations within the subdistrict's boundaries.

- Through the "Intelligent Community" platform, community residents can easily access various convenience services, such as online payments and event registration, while community managers can more efficiently address residents' requests.
- Environmental indicators like PM2.5 and PM10 within the community are monitored and inspected to enhance the health and well-being of residents.
- Community participation and governance are promoted to allow residents to submit suggestions and participate in decision-making through the platform, and strengthen community self-governance
- Shared facilities within the community (such as shared parking spaces and shared bicycles) are intelligently managed to optimize resource allocation and meet usage demands..



Scan the QR code to learn more

People Centricity

Talent attraction and retention

Talent training and development

Protection of labor rights and interests

Diversity and integration

Employee health and safety



Talent Attraction and Retention

Staff Recruitment

CR Mixc Lifestyle extensively acquires outstanding talents through social recruitment, campus recruitment, internal and external recommendations. The Company stringently adheres to the United Nations Universal Declaration of Human Rights and the International Covenants on Human Rights, and protect employees' legitimate rights and interests in areas such as recruitment, onboarding, promotion, resignation, working hours, leave, compensation and benefits, and privacy. It has respectively developed the "Wanxiangsheng" and "Wanyuesheng" campus recruitment brands for its commercial and property business lines, effectively established school-enterprise practical cooperation and continuously broadened our talent acquisition channels.

During the recruitment process, we follow the principles of equal opportunity and compliant employment, resolutely prohibit the employment of child labor and forced labor, firmly oppose discrimination, never differentiate based on nationality, ethnicity, gender, religious beliefs, social status, position, physical health condition, sexual orientation, or other factors, and emphasize protecting employee privacy. In 2023, there were no incidents of child labor, forced labor, harassment, or abuse.



Indicator	Unit	2023	2022	2021
Total employees	Person	40,977	40,239	28,654
Fresh graduates hired	Person	1,561	866	624



△ CR Mixc Lifestyle was awarded the "TOP 1 Best Employer Organization Strength in the 2023 China Property Industry".



△ CR Mixc Lifestyle received "the Most Beloved Employer Brand Award in 2023"

HKEX
Aspects B1、B4
KPI B1.1、
B4.1、B4.2

Remuneration and Benefits

Based on industry characteristics and employee job profiles, the Company fully assesses current markets, conducts compensation competitiveness analysis, links remuneration incentives to performance, optimizes performance bonus distribution schemes, honors employees with outstanding annual performance, and shares achievements with employees. In the aspect of employee benefits, in addition to statutory benefits such as social insurance and housing provident fund, we have established an enterprise annuity scheme and supplementary commercial insurance, among other welfare safeguards, to provide comprehensive basic protections for our employees.

HKEX
Aspect B8
KPI B8.1



Empowering Employee Growth

Optimizing Talent Development Systems

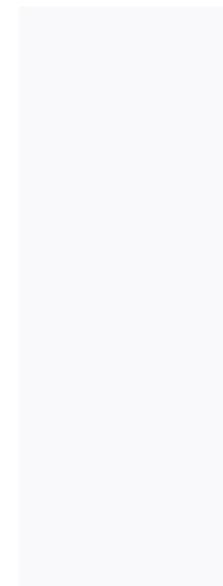
CR Mixc Lifestyle is dedicated to establishing a comprehensive training system for its employees. We have established the "Learning and Innovation Center" as a talent training platform, striving to meet the training needs of employees in different positions and at different career stages. We reinforce the cultivation of a talent reserve for the commercial and property management business lines, establish a systematic system covering not only management team, but also front-line employees, and promote the development of the "Job Learning Map" online platform and the "Mixc Open Course" platform for all employees. Revolving around various professional roles, we develop and configure professional skill learning maps, providing career development and efficiency enhancement tools.

HKEX
Aspects B3
KPI B3.1、
B3.2

CR Mixc Lifestyle Talent Development System



△ "Wanxiangsheng" New Employees Boot Camp in 2023



△ "Wanyuesheng" New Employees Boot Camp in 2023

Mixc Leadership:

The shopping mall general manager development program was established in 2018 and has cumulatively covered 145 participants, with 60% having taken up important management positions. In 2023, three classes completed the three training modules, with 42 participants graduating successfully.

Mixc Merit:

Focusing on developing shopping mall department heads and major property project managers, this program adopts a "learning by doing" approach combining hands-on practice with course learning. In 2023, 281 participants from the commercial line were included, while the property sector initiated a "Major Project Leaders Training Special Project", covering 396 participants.

Mixc Talent:

Target developing shopping mall professional team leaders and property project professional/technical leads. In 2023, the commercial line organized training for 90 store professional team leaders and backups, while the property line covered over 6,600 participants across customer service, engineering, facility management, and security.

Mixc Brilliance:

Focused on the fresh graduates, this program organized 155 "Wanxiangsheng" participants from the commercial line and 222 "Wanyuesheng" participants from the property line for training sessions.

We mainly emphasize on training both management and technical talents, and incorporate leadership cultivation into our training plans. In 2023, we organized leadership training camps tailored for newly promoted managers. Through initiatives such as launching the online learning platform "Job Learning Map" and front-line service staff training certification programs, we solidified the professional skills of our front-line service personnel, encouraged eligible employees to obtain professional certifications and supported employees in improving their academic qualifications and skill sets.

The Company invested employee training

19.367
million yuan

Achieving coverage

100%

Training hours per employee

45.11
hours

Online learning instances were completed across professions

29,000
peoples

2nd "Craftsmanship Cup" Employee Skills Competition

To strengthen the skills development of front-line employees, CR Mixc Lifestyle successfully held the 2nd "Craftsmanship Cup" Employee Skills Competition in November 2023. Through the concept of "learning by competing and surpassing", the event aimed to nurture high-quality talent to support the Company's high-quality development. The competition consisted of commercial and property management categories, covering events such as security, engineering, customer service, butler services, and ice rinks. A total of 222 contestants from 21 entities formed 71 teams, engaged in intense competitions showcasing customer service delivery, operational skills, and emergency handling capabilities. This competition allowed them to demonstrate their craftsmanship spirit and creative potential.



Career Development Pathways

HKEX
Aspect B3

CR Mixc Lifestyle has established a dual-track talent development pathway with both management and professional streams, and fostered a landscape where employees can fully utilize their abilities and talents. To promote internal shifts, the Company has implemented a dynamic talent exchange mechanism across its headquarters and affiliated entities. Through methods such as job rotations, internal recruitment, and talent reviews, employees are empowered to explore cross-professional and cross-business opportunities. This continuously expands their career development horizons.

The average age of management personnel

39.3
years old

The proportion of post-80s

82.9%

The proportion of commercial management personnel born after 1980s

86.3%

The proportion of property management personnel born after 1980s

70.1%

Caring for Employee's Wellbeing

Employee Communication and Engagement

CR Mixc Lifestyle firmly believes that robust employee engagement is a prerequisite for a people-centric approach. The Company encourages employees to proactively provide feedback and perspectives, and establishes a communication mechanism encompassing trade unions, employee representative congresses, and staff forums to ensure that employee opinions and feedback are promptly and accurately conveyed to the Company's management. When employees found their own interests were infringed upon or had a second opinion on operational management, or discover non-compliant practices, they can choose to file a grievance through the human resources department, disciplinary inspection department, or trade union. The Company will investigate the grievance and provide recommendations for resolution.

The Company assists employees in enhancing job satisfaction, labor protection, career development, and grievance handling. Operational and management information is communicated to employees through channels such as emails and meetings. Regular management and operational meetings are convened to thoroughly discuss the Company's development strategies, annual operational targets, and operational principles. Management personnel are obligated to disseminate meeting content to employees.



^ Employees' Representative Assembly at CR Mixc Lifestyle Headquarters

HKEX
Aspect B1

Safety, Health and Well-being

Employee health and safety are crucial cornerstones for company's sustainability. We strive to provide a safe and comfortable working environment, and have established internal policies like the CR Mixc Lifestyle Occupational Health Management Regulations, and CR Mixc Lifestyle EHS Education and Training Management Accreditation. The Company provides employees with health examinations and has set a management target of zero occupational diseases for the entire year. In 2023, there were no incidents of work-related injuries or fatalities within the company.

HKEX
Aspect B2
KPI B2.1、
B2.2、 B2.3

Employees received health check-ups

100%

Number of participants

43,420
participants

The proportion of post-80s

82.9%

The property management business attained certification for

the **ISO 45001**

Occupational Health and Safety Management System

Occupational Disease Prevention and Control Awareness Week:

In April 2023, CR Mixc Lifestyle launched an Occupational Disease Prevention and Control Awareness Week themed "Improving Working Environments and Conditions to Protect Workers' Physical and Mental Health". 575 keynote lectures, 372 promotional consultations, and 615 warning education sessions were held. 9,576 promotional materials were distributed, 76 videos produced, 3,145 promotion personnel deployed, reaching 51,397 participants in the awareness week. This fostered an atmosphere of occupational disease prevention awareness, and effectively enhanced occupational health protection awareness and capabilities of employees.



We advocate for a healthy work-life balance and organize diverse employee activities, and encourage participation from employees and their families to enhance their sense of involvement and fulfillment. Additionally, the Company promotes mental health awareness and provides support through initiatives such as mental health seminars and a psychological counseling hotline.



^ Hosting Fun Sports Competition for Employees



^ Family Open Day by South China Commercial Region

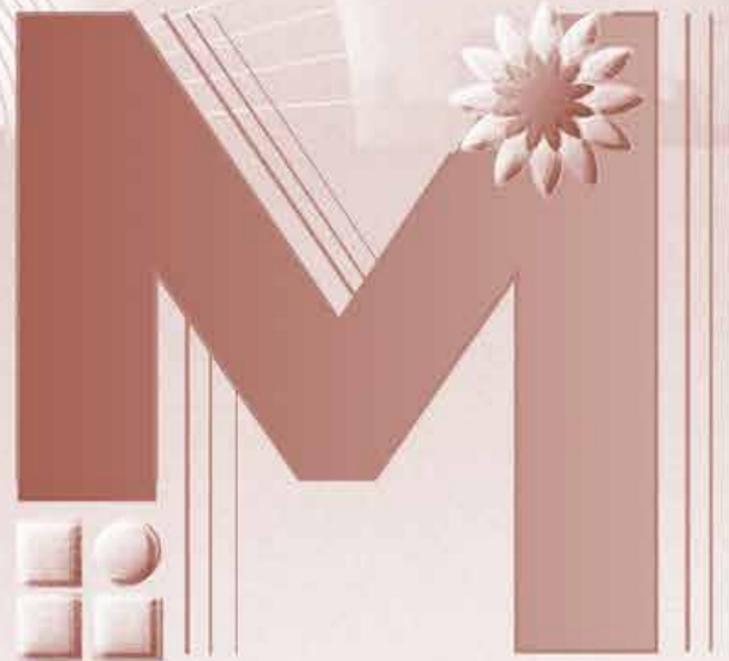
"Runxinfang" Employee Psychological Counseling Program:

Through China Resources Group's "Runxinfang" platform, employees can access psychological counseling services.

- Company employees and their immediate family members have the opportunity for 6 free psychological counseling sessions per year.
- In Shenzhen region, on-site counseling is available every Wednesday and Saturday.
- Psychological counseling services are provided by third-party professional institutions and experts, strictly adhering to confidentiality obligations.
- For those employees acquired care and support, they will be encouraged to go through free counseling benefits to seek assistance.

Mutual-Winning Partnership

Customer service and satisfaction
Customer communication engagement
Customer health and safety
Green and sustainable supply chain



Pursuing Customer Satisfaction Service

Improving Customer Service System

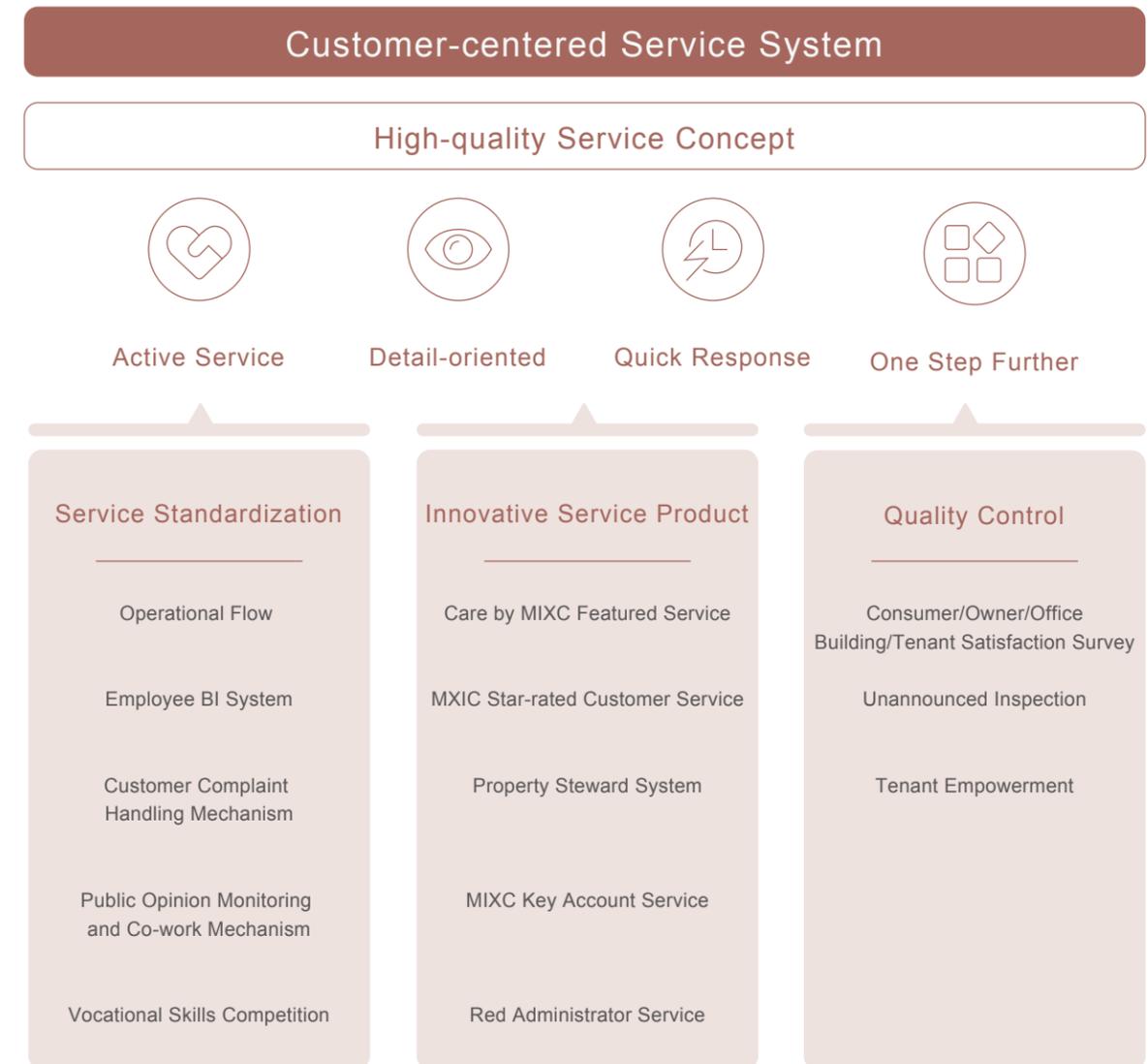
Customers are deemed as important participants in achieving sustainability. We value the opinions of our customers and constantly review their feedback as a driving force for improving service and enhancing the customer experience. The Company hires third-party organizations every year to investigate current customer satisfaction, collects customer opinions and suggestions on products and services, which involves the top quality in multiple dimensions, including safety management, hygiene and cleanliness, landscape maintenance, facilities and equipment, as well as community activities and atmosphere, staff performance, daily information notification and communication.

HKEX
Aspect B3
KPI B3.1、
B3.2



| Customer Centricity

"Customer-Perceived Warm Service" is implemented throughout customer services. CR Mixc Lifestyle constantly improves its customer-centered service system by optimizing service processes, improving service regulations, and strengthening the standards of service procedures.



The business has formed a diversified service system including high-end membership service, featured customer group service and basic customer service, the business has established a diversified service system. By refining the requirements for the construction of shopping mall facilities and service quality standards, the Company has formed the Standard Operating Procedure for Customer-facing Service covering 10 formats to improve the service standards and operation procedures of shopping mall store employees. In 2023, the Company also introduced incentives for store customer service to encourage employees to continue improving their service.

“Mixc Star-rated Service” Customer Service Certification System

In 2019, Mixc Star-rated Service certification system was officially launched to assemble a "star-rated customer service" team nationwide. In 2023, the Company issued the Stores Detailed Rules for the Implementation of Star-rated Customer Service Assessment and Subsidy, combining the star-rated customer service assessment with daily performance, expanding the scope of the assessment to all front-line employees. The star-rated customer service rating is valid for one year, and employees will receive corresponding allowances during the rating period, which encourages front-line employees to continue improving customer services and maintain high-quality services.



The property strengthens the administrator-centered service system and formulate an SOP manual for residential posts that issued service standards and evaluation rules to further optimize process management of customer services. In 2023, the Company introduced the "Pleasant Neighbors" community value system to enhance customer interaction and a series of community cultural activities such as "Dream builder" "Mixc spring warmth" and "Quality renewal & good neighborliness" to make the Company even more closely connected with customers.

| Providing Diversified Services

We provides better services to customers through the "Mixc Point" membership system that further improves customer satisfaction and services. By the end of 2023, the number of "Mixc Point" members has reached 46.25 million.



^ the "Mixc Point" membership system

Create community cultural activities:

On the eve of the Spring Festival, "Mixc Spring Warmth" theme activity was held in the national property community managed by CR Mixc Lifestyle including a variety of steps, such as the New Year Lighting Ceremony, the New Year Fair, Garden Party and "New Year Cleaning" and other activities to create a strong New Year vibe for owners. This is part of our community cultural activities. In 2023, the Company organized 7,759 community activities to further strengthen the interaction with the owners. The followings illustrated representative activities:

- "Quality renewal & good neighborliness" Community Quality Improvement Action: We carried out "renewal" in response to problems such as public greening, aging equipment, and peeling paint in the property community, and at the same time planed community activities for all ages based on the season to improve the living experience of owners.



- "Dream Builder" Community Activity: In November 2023, we collaborated with LEGO Group to launch the "Dream Builder" Children Growth Community Activity, which has introduced the "Fun Superpower Exploration Camp" into community, achieving the landing of 102 residential projects and 33 commercial projects in 29 cities across the country.

“Care by MIXC” Featured Service System

CR Mixc Lifestyle is committed to delivering high-quality services with warmth to more consumers and launching a standardized and distinctive service system called "Care by MIXC". Since 2018, the Company has created a "Mama Care" service system with maternal and infant customers as the start, thrive to provide care for maternal and infant parent-child families aged 0 to 6. The service covers the space and facilities of the shopping mall such as mother and baby rooms, family parking spaces, and parent-child toilets. Up until now, "Care by MIXC" has been extended to children, women, pets and other fields.

have been completed
across the country

70
projects

Covering

41
cities

| Customer Satisfaction

In 2023, we conducted a satisfaction survey on shopping mall consumers, tenants and property owners through a third-party agency to comprehensively assess our service process and service quality and collect customers feedback. All survey results will be applied to the Business Department to improve services.

Tenant satisfaction
98.5
points

Consumer satisfaction
99.2
points

Property satisfaction
88.32
points

Protecting the Rights and Interests of Customers

| Responsible Marketing

We adhere to responsible marketing and identify the relevant risk in the business area to avoid any business activities potentially violating responsible marketing. In 2023, the Company issued the Regulations on Operation of Shopping Mall Shops to standardize the tenants' business behaviors, including advocating tenants to clearly label prices, be honest and trustworthy, make proper promotions, and provide decent services, consequently creates a safe and comfortable shopping environment for consumers.

HKEX
Aspect B6
KPI B6.2

| Response to Custome Demands

The Company has formulated the Regulations on Management of Complaint Handling of Residential Customers and the Guidelines for Handling Customer Complaints and other policies, improved the complaint management mechanism, established the customer complaint channel with 400 call center and "Chaoxi" APP as the core, and improved the handling efficiency through the hierarchical and classified management of customer complaints.

Regulations on the Operation of Shopping Mall Shops

- License Compliance: Operation without license is prohibited
- Contract Operation: It is prohibited to sell or provide goods and services beyond the scope of the Contract.
- Copyright Authorization: Infringement is prohibited
- Health Publicity: No vulgar patterns or expressions are allowed
- Proper Price Labeling: It is prohibited to increase the price to sell goods or provide services
- Honesty and Trustworthiness: It is prohibited to sell counterfeited items or itmes with poor qualities
- Proper Promotion: False information is prohibited
- Appropriateness of Service: Any discrimination is prohibited

The 7-day closure rate of customer work orders was
98.99%

The handling satisfaction rate was
99.41%

The 7-day closure rate of customer complaints was
90.74%

The handling satisfaction was
82.14%

Fast respond to customer complaints

Complaint Content:	In August 2023, the concierge desk on the first floor of NANNING MIXC received a complaint from a customer who slipped over at the front of restroom. The customer' s skirt and purse were stained. The customer subsequently demanded compensation from the mall.
Handling Process:	After receiving the complaint, the customer service staff of the mall checked the customer' s physical condition immediately and asked her conditions. Meanwhile, the staff immediately notified the relevant departments for cleaning and informed the fire control room to checking the on-site monitoring video.
Handling Results:	According to the on-site CCTV, it was confirmed that it was a child' s excrement left on site where cleaning staff failed to clean up n a timely manner, which caused the incident. After communication and coordination, the mall promptly held the third party accountable and compensated the customer for any losses incurred. The customer' s purse was sent for cleaning. The customer eventually agreed with the handling plan.
Following Improvements:	The relevant departments were required to intensify on-site patrolling. If any problems were observed, prominent warning signs were required to be placed in a timely manner; The customer relationship department carried out special training for the cleaning staff and proposed a star-rated cleaning evaluation to improve the fast response actions onsite under various scenarios.

| Improving Service Efficiency

We comprehensively deepened the digital transformation, established a digital team, focused on key business scenarios, created platforms such as commercial client, commercial management system, property owner platform and management system, enabled customer services with technology to improve business processing efficiency.

The R&D investment was
RMB150
million

R&D personnel
277
peoples

New patents
7
pieces

Informatization coverage
over
50%

ZHENGZHOU ERQI MIXC Won the Title of Outstanding Smart Store:

With the support of local government resources, ZHENGZHOU ERQI MIXC, through cooperation with local trade unions, Communist Youth League Municipal Committee and third-party operators, introduced a Trade Union Co-branded Card, Youth Talent Card, 90% off Discount Green Travel, Mixc Point for Gas Fee Eexchange Program, and other activities, worked with China Telecom to create a commercial digital space, connected AR navigation, WIFI authentication and "E-Mixc" App, connected to local big data center and intelligent parking platform, and provided daily operation data support for surrounding traffic, passenger flow and merchant resources. In 2023, ZHENGZHOU ERQI MIXC won the title of the National Outstanding Smart Store on the list of Ministry of Commerce.

Customer Health and Safety

HKEX
Aspect B6
KPI B6.1

Adhering to the principle, "safety first, precaution crucial", the Company integrated the health and safety of customers into business operations. We initiated a risk identification, formulated early warning and emergency system, valued the importance of safety awareness and training, and ensure the health and safety of customers remain intact. During the reporting period, there were no incidents in regards to health and safety of customers reported.

| Safety Management System

In 2023, the Company formulated and issued eight safety management guidelines, including the Management Guidelines for Production Safety Performance, the Management Guidelines for Safety Risk Control of New Shopping Mall, and three EHS technical system manuals for fire, electricity and gas, which effectively elevated standards of the safety management system and improved the safety management performance of the Company.

In addition, the Company have signed EHS Responsibility Agreement with the tenants, EHS Management Agreement with relevant units and Security/Fire Safety Responsibility Agreement with the owners to assign safety responsibilities management and ensure that the tenants, personnel of relevant parties and the owners are well aware of their own safety responsibilities.

| Safety Emergency Management

In order to effectively respond to various emergencies, we have established and improved the safety emergency management system, formulated and issued the Regulations on EHS Emergency Management, the EHS Comprehensive Emergency Response Plan, and other relevant system documents. we initiated emergency practices for incidents including a stampede, potential fire hazard of electric vehicles, stabbing and others. We regularly conducted front-line standard trainings including physical trainings for fire-fighting volunteers and standardized inspection of construction sites. Shopping malls were equipped with AED defibrillators where employees were trained to fast respond to any emergencies.



^ AED defibrillators equipped in the mall



^ Emergency responses training

Safety Emergency Management Organization of CR Mixc Lifestyle

- Leading Organization:** EHS Committee of CR Mixc Lifestyle
- Coordination Organization:** EHS Committee Office of CR Mixc Lifestyle
- Support Organization:** According to the on-site situation, Departments of the headquarters shall set up an experts group, operational group, emergency command department and other organizations

| Conducting Potential Safety Hazard Investigation

We have summarized typical potential hazards of various aspects, listed potential safety hazards, and issued the Work Guidelines for Grid Management of Potential Production and Safety Hazards, the Work Guidelines for EHS Dynamic Supervision and Management, and other documents; The Company has fully implemented the "early prevention and small treatment" hazard control method that required all-staff participation to identify safety risks; In terms of safety supervision, based on the "regular + special" inspection mode. we performed a random inspections for general projects and revealed the results in the performance assessment to effectively eliminate major potential safety hazards.



| Fire Emergency Management:

In case of fire might randomly occur, we have formulated the Work Guidelines for Fire Emergency Double-blind Drill, which standardized responding time and following actions. A total of 1,259 fire double-blind emergency drills were conducted throughout the year that covered 100% properties.

During the 119 Fire Prevention Month in 2023, a total of 1,985 general emergency drills for multiple purposes with 104,809 participants were initiated; a total of 2,169 awareness activities with 64,413 participants were conducted and 3,145 public fire safety posters were made.



| Safety Training

The Company has issued professional safety technical manuals for fire, electricity, and gas and incorporated EHS terms into employee performance assessment.

According to the spatial characteristics of shopping centers, we proactively identified potential hidden dangers and organized tenants fire safety lecture halls, high-altitude throwing warning education, newly opened tenant training and fire training bases, etc., to enhance tenants safety awareness. In 2023, 12 on-site specified technical trainings were conducted nationwide, with a total of 1,400 participants.

Moot Court for Production Accidents:

In November 2023, in order to promote the implementation of the safety responsibilities for all units, improve employees' awareness of the importance of safety in production, and enhance the ability of emergency response, CR Mixc Lifestyle livestreamed a moot court for production accidents. Through the "Moot Court" experiential education, the employees in all positions changed from passive learning to active learning, which effectively warned the behavior of crossing the safety red line, and improved the effect of safety education.



Building a Sustainable Supply Chain

Supply Chains Management

All suppliers the Company works with shall go through a pre-qualification process to ensure they meet the requirements in terms of compliance operation, professional qualification and service capability, and the quality, environment and occupational health. Major suppliers were 100% safety certified via the safety verification framework of quality, environment and professional health.

In 2023, supplier evaluation frameworks were aligned by the Company that evaluate suppliers' performance. The Implementation Rules for Supplier Management was revised to clarify the grading system on major supplies and reward/punishment measures. Such measure will encourage suppliers to provide better products and services and cultivate good suppliers.

Index	Unit	2023
Number of suppliers by region	Supplier of Mainland China	Number 18,337
	Hong Kong, Macao and Taiwan suppliers	Number 17
Review number of suppliers	Number	5,359
Number of suppliers of terminated cooperation due to non-compliance	Number	15
Number of potential suppliers rejected for non-conformance	Number	654

HKEX
Aspect B5
KPI B5.1、
B5.2、 B5.3

Practice Sunshine Procurement

Integrity remains as the core value of our corporate culture, and the company has set out its position through the Honest Declaration and Integrity Agreement of Partners to regulate the cooperative behavior of all procurement suppliers. We prevent corruption and fraud through training activities such as discipline inspection and integrity classes, auditing and risk control exchanges, and monthly compliance meetings.

In the process of bidding and procurement, suppliers will be given penalties, blacklisted, terminated of contracts in accordance with Terms of Reference so that an efficient and honest collaboration will be expected.



△ Supplier Training Meetings

HKEX
Aspect B5

Sustainable Supply Chain

The company is committed to promoting suppliers to practice the concept of sustainability. We have signed the Social Responsibility Initiative with all suppliers in the procurement category, which covers the dimensions of integrity and ethics, sunshine and transparency, technological innovation, green and low-carbon, and coexistence and win-win situation, helping to build a sustainable supply chain.

We actively promoted the integration of ESG concept into the entire process of operation and management, purchased more green products and services, carried out supplier meetings, supplier social responsibility training and other activities every year, and passed on the concepts and requirements of compliance, integrity and transparency, green and low carbon, health and safety to suppliers. In 2023, 229 supplier social responsibility training meetings were successfully held.

HKEX
Aspect B5
KPI B5.3、
B5.4

Supplier Meeting: Facilitating the Construction of Sustainable Supply Chain

In 2023, all affiliated units of the Company held 14 supplier meetings, in which more than 900 suppliers of core categories were invited. The meetings conveyed to the suppliers the requirements of contract optimization, compliance performance, integrity, transparency and safety management, and helped to build a supply chain ecology of "resource sharing, complementary advantages, mutual benefit and win-win". During the Central China Regional Supplier Conference, the Company set up discipline inspection and recruitment theme publicity, released supplier grading results, and commended outstanding suppliers.



Deepening Cooperation and Exchange

Sustainable Ecology Cooperation

The Company is committed to establishing extensive and close partnerships with brand owners, shopping mall tenants, and others. Through tenant training and empowerment, tenant incentives, feedback and suggestions, we help tenants improve customer service quality, improve customer experience, help the Company maintain its market position, and promote a win-win situation.

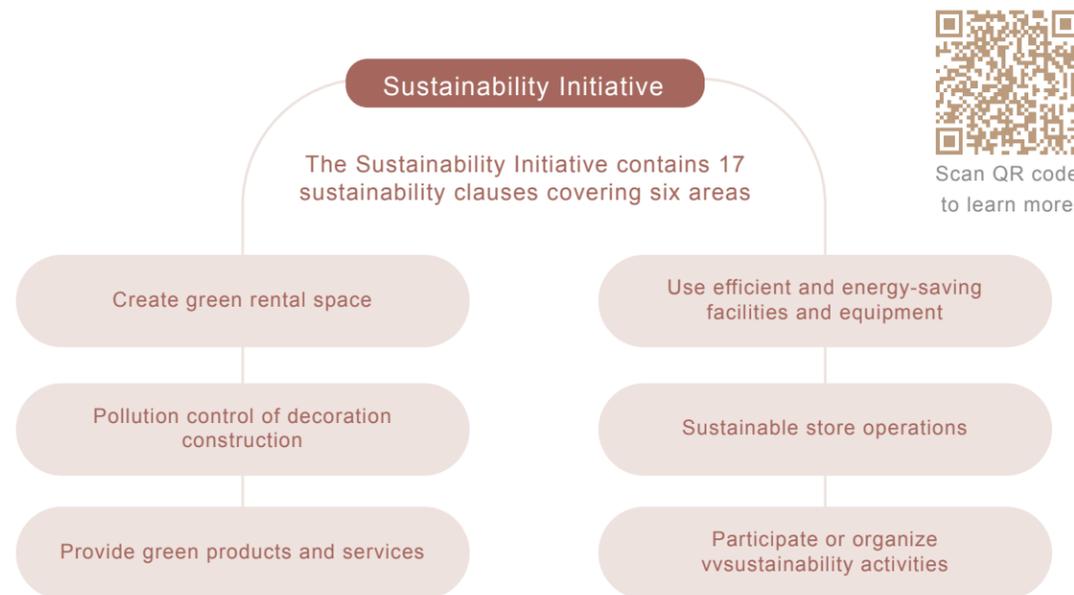


△ On-site tenant training in Northeast Commercial Region



△ Tenant communication meeting of HEFEI MIXC

In order to clarify our sustainability propositions to brand owners and shopping mall tenants, the Company formulated and released the Sustainability Initiative for shopping mall tenants in 2023, to encourage stores to practice sustainability idea in the aspects of architectural design, decoration construction, daily operation and so on, and realize the landing of 93 shopping mall projects in operation across the country, covering more than 20,000 cooperative brands.



Deepening Strategic Cooperation

We sought the establishment of long-term strategic cooperative relations of mutual benefit with local governments, enterprises, universities and other diverse entities, were empowered by all parties and promoted the formation of a good cooperation ecosystem.

CR Mixc Lifestyle and Ping'an Real Estate Reached Strategic Cooperation

In April, 2023, Ping'an Real Estate commissioned CR Mixc Lifestyle as the business operator for two properties, Shenzhen Ping'an Financial Center (PAFC) and Foshan Ping'an Center. This collaboration aimed to build a new commercial landmark and assist in stable increase of asset values.



Co-development with the Industry

CR Mixc Lifestyle was well aware of the importance of industry exchanges for industry development, actively exerting industry influence, participating in multiple industry exchange activities, playing a constructive role in industry forums, exhibitions, and industry standard formulation, and promoting the healthy and stable development of the industry.



△ Participated in 2023 Annual Meeting of The 18th China Commercial Real Estate Summit



△ Invited to attend the 3rd Property Management Industry Development Trend Forum

CR Mixc Lifestyle was invited to attend the Sustainable Fashion Innovation Forum

In July 2023, the Roadshow of the Greater Bay Area Start-ups of the 3rd Kering Sustainable Innovation Pioneer Awards was held in CR Tower near in Shenzhen. The activity was hosted by the global high-end boutique group Kering, and undertaken by the global innovation platform, "Plug and Play China". The activity gathered the representatives of the Greater Bay Area start-up enterprises and various forces of the industrial chain, focused on the circular economy issue in the fashion field, discussed the innovation in the whole link, and integrated to create a new ecology of sustainability. CR Mixc Lifestyle was invited to participate in the Sustainable Fashion Innovation Forum and held round-table discussions on "Recycling New Materials, Recycling New Design" and "Recycling New Ecology".

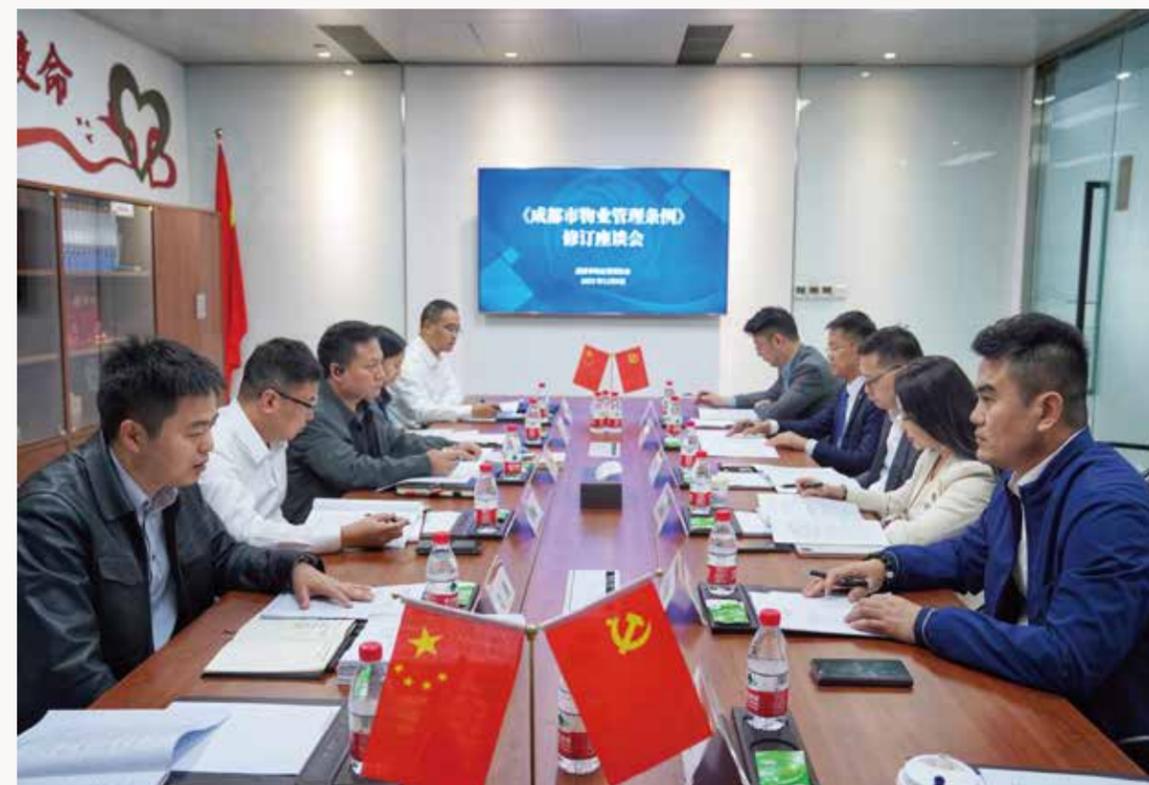


XI'AN MIXC, together with *Harper's Bazaar*, launched a thematic discussion on "Looking at the World from the East"

In November 2023, XI'AN MIXC, together with *Harper's Bazaar*, launched a thematic discussion on "Looking at the World from the East", and invited guests from CR Mixc Lifestyle and *Harper's Bazaar* to focus on the theme of fashion, art, culture, brand and have a wonderful dialogue with artists, brand founders, fashion designers, cultural planners. The discussion targeted how business can be combined with local cultural collisions to generate more inspiration, renew the local culture expression, and inject more lasting vitality into the city culture.



^ As the main participating unit, Northwest Commercial Region participated in the formulation of Shaanxi Provincial Local Standard Social Unit Specification for Fire Control Management (DB61/T 976-2023)



^ Chengdu Property Company participated in the Symposium on Revision of "Double Publicity" Work Specifications of Chengdu Property Services organized by Chengdu Property Association

Green Environment

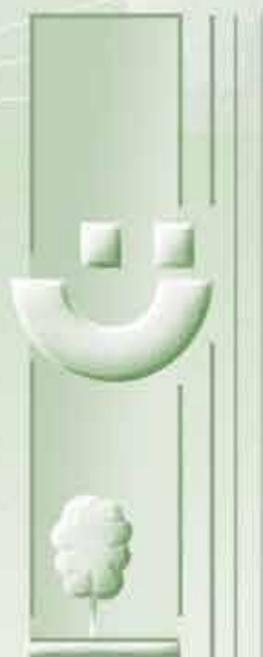
Greenhouse gas emissions management

Water resources management

Response to climate change

Energy efficiency

Waste management



Addressing Climate Change

HKEX
Aspect A4
KPI A4.1

As a responsible enterprise, we are well aware that climate change is a global challenge and an important factor influencing the development of enterprises. The Company has disclosed the relevant content of climate change with reference to the Environmental, Social and Governance Reporting Code of the Hong Kong Stock Exchange and the TCFD information disclosure framework.

Governance

The Board of Directors of the Company shall establish a Sustainability Committee, chaired by the Non-Executive Director, to oversee the policies, measures and performance related to climate change of the Company, assess matters related to the Company's sustainability and risks, and provide advices to the Board of Directors. The Sustainability Committee meets at least once a year to discuss policies, measures and performance related to climate change and to make recommendations to the Board of Directors.

In 2023, the Company set up the Carbon Peak and Carbon Neutrality Work Leading Group and Office leading the strategic planning, supervising, and making decisions on Carbon Peak and Carbon Neutrality; Cross-sectoral commutations was achieved through the Dual Carbon Office that coordinates and organizes the effective implementation of dual-carbon management objectives and initiatives where an organizational system for climate change risk management was successfully set up.

Responsibilities of Carbon Peak and Carbon Neutrality Leading Group



To study and implement the national policy requirements and major decision-making arrangements on peak carbon emissions and carbon neutrality, and make decisions on Carbon Peak and Carbon Neutrality objectives and key matters of the Company.



To review the periodic reports of the Company's Carbon Peak and Carbon Neutrality management work, and study and deploy the management objectives and key tasks of the next stage;



To review and approve the Company's Carbon Peak and Carbon Neutrality management organization system and business execution system;



To make overall planning, research, judgment and approval of the Company's carbon-related management resource investment, and solve the key problems in the process of the Company's Carbon Peak and Carbon Neutrality work.

Strategy

HKEX
Aspect A4
KPI A4.1

The core of addressing climate change is mitigation and adaptation, and integrating climate change response into the Company's strategy and day-to-day operations is our main strategy. Centering on the overall goal of peak carbon emissions in 2030 and carbon neutrality in 2050, we actively carry out climate change risk and opportunity identification, analyze and evaluate its impact on the Company's operational and financial dimensions, so as to define climate change response strategies.

Climate-related Risks and Opportunities

	Risks and Opportunities	Addressing Strategy
Physical risks	Global warming causes the increase of extreme weather patterns such as typhoons and rainstorms, natural disasters such as droughts and floods, as well as shutdown, water logging and power failure, which affects the shopping mall operation and property management of the market.	We have paid close attention to extreme weather forecast, timely reported the latest information of extreme weather to tenants and owners, emphasized corresponding safety management precautions, reminded tenants and owners of safety protection, and issued 16 times of extreme weather warnings such as typhoon, heavy rainfall and high temperature.
	Extreme weather causes damage to fixed assets, such as building damage, and the high temperature increases the frequency of air conditioner damage due to frequent use, which increases the operation and maintenance costs of buildings and equipment.	We have also formulated a series of guidelines such as Emergency Rescue Plan for Severe Weather, and performed response drills to improve our ability to resist natural disasters.
	Rising sea levels increase the risk of damage to assets and businesses in coastal areas, affecting business activities and community development.	We have implemented green transformation and equipment upgrading, adjusted operation strategy for high-temperature weather, ensured power supply, and strengthened equipment inspection in extreme weather to eliminate potential safety hazards. The effects of sea level rise shall be taken into account for the siting, planning and design of new projects.
Risks of transformation	Policy and Legal Risks	
	Relevant policies and regulations have been issued at home and abroad in succession. The Carbon Peak and Carbon Neutrality goals and Carbon Peak and Carbon Neutrality laws and regulations put forward further requirements for Carbon Peak and Carbon Neutrality management of enterprises, and increase their costs of green transformation and carbon inventory.	We should formulate "Carbon Peak and Carbon Neutrality" goals and action paths, carry out annual carbon inventory, and support relevant members to improve their professional knowledge of low-carbon environmental protection, green transformation and carbon inventory through training and technology introduction. We should strengthen energy management and carbon asset management, implement the seven carbon emission reduction measures, use clean energy, save energy while cutting emission and consumption, and improve energy use efficiency.

Risks and Opportunities		Addressing Strategy	
Risks of transformation	Market Risks and Opportunities		
	The Company attaches great importance to green environment and continuous strategic investment and is highly unified with national and international Carbon Peak and Carbon Neutrality policies, which is conducive to forming a differentiated brand image and further strengthening its competitive advantage.	The senior management of the Company attaches importance to the management and supervision related to climate change response and pays attention to climate-related policy trends.	
	The green consumer market is highly related to the Company's business and has a positive effect on business development and long-term growth of financial performance.	The Company has developed the Carbon Peak and Carbon Neutrality strategy and implementation path to identify, assess and plan responses to climate change-related risks and opportunities.	
	The Company actively and proactively mitigates climate change risks, resulting in desirable financial and operational benefits (lower costs and higher margins).	Disclosure of climate-related financial information.	
	Due to increasing demand in the carbon trading market, the Company's purchase cost of participating in renewable energy certificates may rise.	We should monitor the carbon trading market and explore innovative actions for carbon emission reduction.	
	Reputational Risks		
	Society, customers and consumers gradually pay more attention to the climate response of enterprises in the short and medium term, and green and sustainability has become a more important entry point for brand building, which helps to improve the reputation and recognition among customers.	We should create a green, low-carbon and sustainable brand, and work with tenants and customers to initiate green environmental protection, green consumption and other theme activities.	
		Strengthen communication with relevant parties.	

Path of Carbon Peak and Carbon Neutrality Strategy

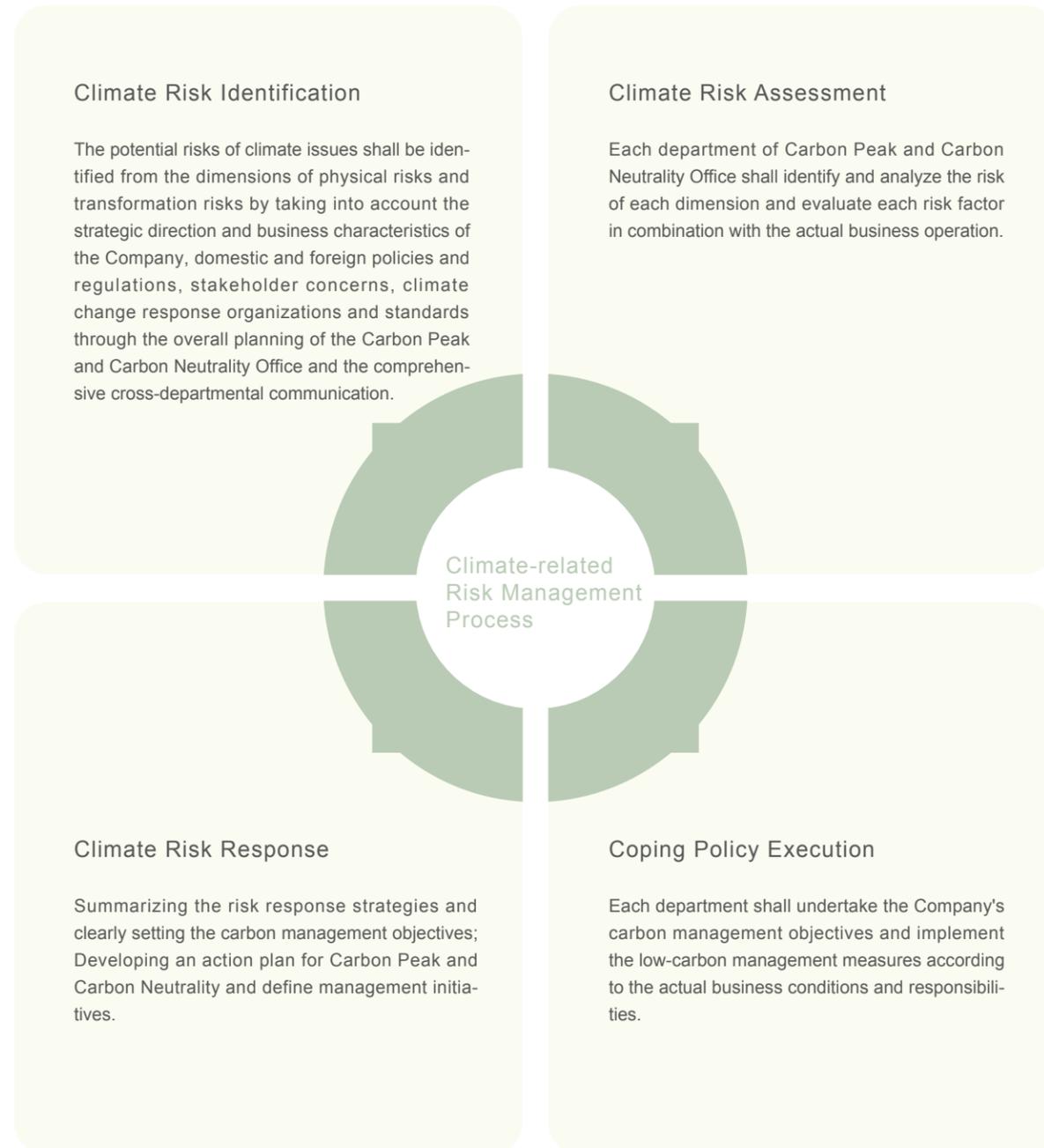
In 2023, the Company formulated and issued the Carbon Peak and Carbon Neutrality Work Management Method, defined the management responsibilities of each department, and established the implementation path with the core steps of carbon data inventory, carbon target management, carbon management system, carbon reduction action and carbon disclosure management. This year, the Company carried out a full range of carbon emission identification and completed the accounting of the carbon emission data of the first round of Scope 3.



Risk Management

HKEX
Aspect A4
KPI A4.1

We initiated risk assessments related to climate change, analyzed and assessed the potential impacts of climate risks (including extreme weather conditions, political risks, financial risks, marketing risks, etc.), comprehensively analyzed and formulated corresponding measures.



Indicators & Objectives

HKEX
Aspect A1
KPI A1.1、
A1.2、 A1.5

We have established the overall goal of Carbon Peak and Carbon Neutrality management of "carbon peak by 2030 and carbon neutrality by 2050". In 2023, we have further defined the quantitative targets and key action targets for carbon emission reduction at the current stage, formulated the mid-term and short-term objectives of management of carbon peak and carbon neutrality, and established a carbon objective system on quantitative objectives and management objectives.



Management Objectives

Specify the management objectives around the seven Carbon Peak and Carbon Neutrality strategic initiatives and formulate specific objectives and action plans.

Green Commercial Management

- Currently operating national and provincial green shopping malls
- Conduct green building certification and LEED O+M operation certification of operational shopping malls
- Construct and implement green leasing management system for shopping malls and office buildings

Green Property Management

- Initiate a green property project
- Obtain a green building certification and operation evaluation certification of operational shopping malls

Green Transformation

- Continue to carry out energy audits and energy-saving diagnosis to explore energy-saving potentials
- Promote the implementation of energy-saving transformation and photovoltaic construction

Green Assets

- Accelerate the construction of Carbon Peak and Carbon Neutrality online data management platform
- Initiate green financing research to facilitate project implementation

Green Branding

- Conduct ISO14064 GHG inventory and obtain inventory statement certification
- Strive for CDP rating above B level^[1]

Green Office

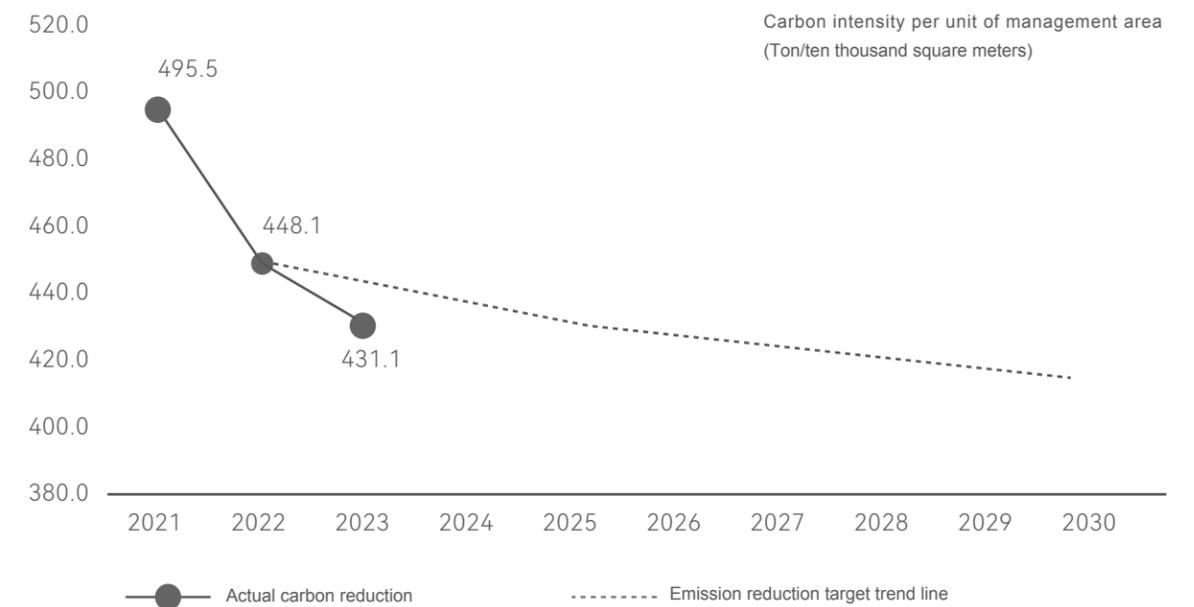
- Increase the proportion of green office space and replace fuel vehicles with new energy vehicles for businesses

Green Supply Chain

Initiate a green supply chain system to expand the scale of green suppliers

In 2023, the carbon intensity per unit management area of the Company's Scope 1 and Scope 2 was 0.04311 tons/square meter, a year-on-year decrease of 3.80% compared with 2022, and the annual carbon reduction control target was achieved.

There are 300 low-carbon energy-saving reconstructions such as building envelope coating transformation, air-tightness transformation, distributed photovoltaic construction, smart lighting, improvement of air-conditioning heating and ventilation efficiency and transformation of cooling tower variable flow. It is estimated that the power consumption can be reduced by 35,407,352.58 kWh, the natural gas consumption can be reduced by 977,296 m³, and the carbon emission can be reduced by 23,589 tons.



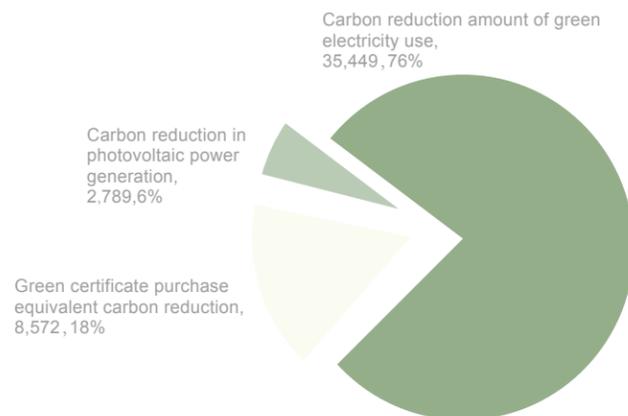
Data Indicators	Unit	2021 (Base Year)	2022	2023
Scope 1 greenhouse gas emissions	Ton	2,349.44	2,344.88	627.54
Scope 2 greenhouse gas emissions	Ton	11,692.37	10,223.02	11,184.57
Total greenhouse gas emissions ^[2] in Scope 1 and Scope 2	Ton	13,484.12	12,379.62	11,812.11
Carbon intensity per unit of management area	Ton/ten thousand square meters	495.5	448.1	431.1
Change from base year	Percent	—	Reduced by 9.57%	Reduced by 13.01%

In 2023, a total of 4,890,002 kWh of photovoltaic electricity was captured that reduced the carbon emission by approximately 2,800 tons based on the national electricity emission factor, which is equivalent to the carbon absorption amount of about 280,000 trees per year (on average each tree absorbs 10 kg of carbon dioxide per year).

It purchased a total of 77,188,129 kWh of green electricity and green certificates, which can reduce carbon emissions by about 44,000 tons, equivalent to the carbon absorption of about 4.4 million trees per year.

Construction of new distributed photovoltaic up to 6.4 million kWh/year; by central air-conditioning energy saving, energy saving is expected to be 8 million kWh/year.

Annual clean energy equivalent carbon emission reduction (carbon sink) (unit: ton)



Implementing Green Operations

Strengthening Environmental Management

HKEX
Aspect A1、A3
KPI A1.5
A3.1

We strictly comply with the requirements of relevant laws and regulations of the Law of the People's Republic of China on Environmental Protection, formulate environmental protection management systems such as the Regulations on the Supervision of Energy Conservation, Emission Reduction and Environmental Protection of CR Mixc Lifestyle, the Regulations on the Control of Pollutant Emission of CR Mixc Lifestyle, the Regulations on the Management of Solid Wastes of CR Mixc Lifestyle, establish annual environmental objectives, decompose the objectives to relevant departments and key posts, and implement and assess the objectives in the form of letter of responsibility and task list, to ensure that the discharge of various pollutants meets the requirements of relevant national laws, regulations and standards, and avoid the occurrence of environmental pollution accidents. In 2023, the total investment of the Company in the field of environmental protection was RMB 4.3011 million.

Environmental Objectives for 2023

The concentration of pollutants such as waste water and waste gas discharged according to law shall meet the national and local standards. It is strictly prohibited to discharge pollutants beyond the standard. It is strictly prohibited to discard hazardous wastes at will. It is necessary to put an end to abnormal operation phenomena such as gas leakage, water leakage, liquid dripping, and liquid leakage during operation, and control the discharge of water pollution, smoke and noise pollution.

The Company continues to promote the environmental management system certification, comprehensively diagnose the existing problems in the enterprise environmental management, promote effective improvement, and effectively improve the safety and environmental management level; continues to promote the establishment of a sound environmental management system by focusing on the creation of green shopping malls. In 2023, CR Mixc Lifestyle has made its property management services and related activities pass the ISO14001 Environmental Management System Certification.

We strictly require environmental supervision organizations at all levels to regularly supervise and inspect the discharge of pollutants, strengthen the management of pollutant discharge, issue rectification notices to relevant departments for excessive discharge of pollutants, and order them to rectify within a time limit; At the same time, we strengthen the emergency management of environmental pollution events, improve the environmental emergency management system, regularly monitor and manage the public opinion of environmental protection events, timely follow up the monitored public opinion, properly handle and effectively respond to it, regularly revise and improve the emergency plan, organize and carry out drills, and improve the ability to deal with environmental pollution emergencies.



Promoting Carbon Reduction Actions

Based on the goal of Carbon Peak and Carbon Neutrality management of "carbon peak by 2030 and carbon neutrality by 2050", we take carbon emission reduction action as one of the key paths for realizing the "Carbon Peak and Carbon Neutrality" strategy, and take seven strategic measures, including green commercial management, green property management, green transformation and green office as the starting point, constantly strengthen green low-carbon management, and integrate the green and low-carbon development concept into all business links and management fields by optimizing energy structure, improving energy utilization efficiency and promoting energy conservation and consumption reduction.

| Energy Management

We strictly abide by the Law of the People's Republic of China on Energy Conservation and other laws and regulations, continue to strengthen the construction of energy management system, carry out integrated target control on energy use through the target of Carbon Peak and Carbon Neutrality according to the policy guidance of transition from national energy consumption control to low-carbon control, and continue to reduce energy consumption and improve energy use efficiency through target decomposition and implementation, regular supervision and performance assessment by the business operation department. In 2023, it has made its property business pass ISO 50001 and GB/T 23331 energy management system certification.



HKEX
Aspect A2
KPI A2.1
A2.3

Index	Unit	2023
Comprehensive energy consumption	ten thousand tons of standard coal	0.2752
Comprehensive energy consumption intensity	Tons of standard coal/output value of RMB 10,000	0.001864
Total direct energy consumption	ten thousand tons of standard coal	0.0342
Total indirect energy consumption	ten thousand tons of standard coal	0.2410

| Green Transformation

Green transformation is one of the important measures to achieve high-quality emissions peaking. We take the integrated assessment of carbon reduction target and energy conservation to improve energy efficiency as the core means, continuously tap the energy-saving potential and realize energy conservation, emission reduction and consumption reduction to the maximum extent through various low-carbon energy-saving transformations such as building envelope reconstruction, air-tightness transformation, distributed photovoltaic construction, smart lighting, improvement of air-conditioning heating and ventilation efficiency and transformation of cooling tower variable flow.

In 2023, it has implemented a total of 315 green transformation projects, with an investment of about RMB 105.59 million in energy-saving and carbon-reduction transformation, which can save 977,296 m³ of natural gas and 35,407,352 kWh of electricity consumption each year, and is expected to reduce 23,589 tons of carbon emissions. The main typical modifications are as follows:

- Distributed photovoltaic: completed PV construction of six projects including RIZHAO MIXC ONE, ZHENGZHOU ERQI MIXC, ZIBO MIXC, NANCHANG MIXC, HARBIN MIXC and DALIAN LIFESPACE, with an annual increase of 6.42 million degrees of green power;
- Energy-saving of air conditioning system: carried out energy-saving transformation of central air-conditioning of commercial projects such as TAIYUAN MIXC, SHENZHEN BAY MIXC, XIAMEN MIXC, SHIJIAZHUANG MIXC, QINGDAO MIXC, LINYI MIXC, CHENGDU MIXC and LUZHOU MIXC ONE, and implemented improvement measures such as intelligent control, variable flow of cooling tower and resistance optimization of water system, and it is estimated that the energy saving will be more than 8 million degrees per year;
- Sun-shading of daylighting roof: completed the headquarters procurement of sunshade coating, and implemented the ground shading reconstruction works in HANGZHOU MIXC, SHENZHEN MIXC, NANTONG MIXC, HEFEI MIXC, TAIZHOU MIXC, WUJIANG MIXC ONE, CHONGQING MIXC, TIANJIN MIXC, WENZHOU MIXC and JINAN MIXC within the year.

Construction and Management of High-efficiency Refrigeration Room in Commercial Complex

The high-efficiency refrigeration system has been implemented in NANJING MIXC WORLD. The system adopts the industry-leading technology and strictly implements the fine management and control requirements of the whole process. The efficiency of the high-efficiency refrigeration system has been stable above 6.0. Through the on-site evaluation of the experts of the industry association and the first-class energy efficiency certification, the annual refrigeration energy efficiency reaches 6.48, which is at the leading level in the industry. Compared with the domestic average energy efficiency of the public building machine room of 3.5, its annual average energy efficiency is improved by 85%. The annual actual power consumption of the cooling station is only 1.5 million kWh, saving 1.3 million kWh. Calculated by 20 years of operation of the whole life cycle of the system, it is estimated to save 26 million kWh in power consumption, save RMB 20 million in operating costs, and reduce carbon emissions by 17,000 tons. In 2023, CR Mixc Lifestyle won the title of "Green Pioneer in 2023" for the case of "Construction and Management of High-efficiency Refrigeration Room in Large Commercial Complex".



| Green Shopping Mall

We have accelerated the establishment of green shopping malls, and promoted the green consumption concept through self-constructing PV, purchasing and using green power, implementing green transformation, providing green services and guiding green consumption.

green shopping malls
were added

11

green shopping malls
in total

28

The area of the new
green shopping mall was

1.057

million square meters

A certified gross floor
area of about

3.27

million square meters



RIZHAO MIXC ONE



ZHENGZHOU ERQI MIXC



ZIBO MIXC ONE



HARBIN SONGBEI MIXC ONE

Photovoltaic
Construction
in Multiple
Projects

| Green Office

We implement the concept of green office, set up multiple public posters and saving tips in the office area, use energy-saving lighting source, and control the air conditioning system according to the seasonal change, so as to jointly create an energy-saving and comfortable green office environment; build OA office system and video conference system, strengthen the implementation of paperless office by means of data airing, notification and reminding, and comprehensively advocate information-based office, carbon-reducing office and economical office.



Informationized office: building the office automation system and implementing the video conference system



Economical office: standardizing the application of office supplies, advocating the use of less bottled water, turning off some LED screens, and using energy-saving lighting sources



Carbon-reducing office: Advocating "double-sided use" of paper, rationally using air-conditioning equipment, reducing unnecessary business trips and the load on elevators in public areas, and promoting the use of new energy vehicles



△ Low-carbon office environment in FUZHOU MIXC

< Poster of green office measures

Optimizing Resource Management

HKEX

Aspects A1 and A2

KPI A1.1、A1.3、A1.6、A2.2、A2.4

We attach great importance to the management of water resources and waste during the operation process and are committed to building a resource-saving and environment-friendly enterprise. In 2023, we have not received any public opinions, penalties or complaint caused by waste, waste gas emission and noises.

| Water resources management

Water used in the operation of CR Mixc Lifestyle solely comes from the municipal water supply. We continue to strengthen the sanitary management of secondary water supply for drinking water and facility management to ensure that all sources of water purification, descaling and disinfection materials meet the sanitary standards for drinking water; We have further strengthened water consumption management by adopting sprinkler irrigation measures, regular inspections of the area, updating and maintaining water-using equipment, installing and applying water-saving systems and equipment, and encouraging our staff and tenants to save water, in order to eliminate water wastage and achieve the goals of water conservation and recycling of wastewater, with a view to reducing the overall water consumption.

Water consumption
17,558,669
m³

Density of water consumption
11.89
m³/ten thousand operating income

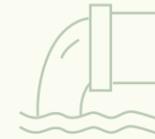
| Pollution Prevention and Control

We strictly comply with the Law of the People's Republic of China on Environmental Protection and other relevant laws and regulations, formulate internal systems such as the Regulations on the Control of Pollutant Emission of CR Mixc Lifestyle, the Regulations on the Management of Solid Wastes of CR Mixc Lifestyle, further strengthen the recovery, reuse and resource treatment of wastes on the basis of strictly implementing the requirements of national environmental management laws and regulations and continuously optimizing and promoting the classification of domestic garbage, to ensure that the objectives of compliance disposal and waste reduction are achieved, strengthen noise control, and strictly control the emission of waste water, waste gas and waste. In 2023, 5.24 tons of paper was recycled, 403 waste printer cartridges and toner cartridges were handed over to suppliers for recycling, and 2,348.44 tons of kitchen waste was reused and disposed.



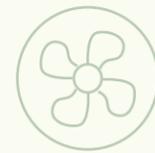
Waste management

- Purchased labeled garbage cans distribute to offices and service sites and built garbage recycling facilities in accordance with the national regulations.
- Established the Hazardous Solid Waste Transfer/Disposal Control List for hazardous solid wastes; in accordance with statutory requirements, all solid wastes were collected, transferred and logged on file.



Waste Water Management

- Waste water discharge was mapped by affiliated units; waste water pipelines were mapped out to prevent mixing with rainwater.
- Strictly control the arbitrary discharge of sewage, formulate relevant systems, strengthen the patrol monitoring of water body and pollution source, and control the random discharge and over-standard discharge on a daily basis.



Waste Gas Management

- Prohibit the incineration of substances that can produce toxic and harmful gases and malodorous gases in the area under the jurisdiction of grass-roots projects.
- Strictly control the emission of waste gas and dust containing toxic substances to the atmosphere by the merchants under the jurisdiction, and supervise and manage the cooking fume of catering.
- Strengthen vehicle management to reduce exhaust emissions.
- Take measures onsite to prevent dusting during maintenance and decoration.



Noise Control

- The use of speakers or other equipments are prohibited to attract customers during commercial operations.
- Rectify the noise that does not conform to the environmental protection laws and regulations technically and managed by cutting off the sound source or weakening the sound source, sound insulation, silencing and limiting the time period of noise occurrence to make it meet the standard.
- Reduce noise pollution by adjusting operation time, properly maintaining facilities according to equipment maintenance scheme, selecting low-noise equipment, installing silencing equipment, isolating sound source, etc.

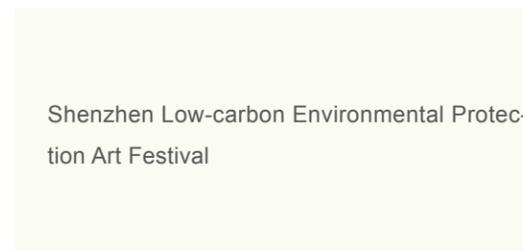
Advocating Green Living

Promoting and Implementing Environmental Protection Concept

Green living is all about initiative and sustainability. CR Mixc Lifestyle vigorously advocates a green and low-carbon lifestyle and raises employees' awareness of energy conservation and emission reduction and carbon reduction capacity building by conducting energy conservation trainings and organizing afforestation activities; coordinates tenants and brands to carry out sustainable activities such as biodiversity conservation and recycling, widely publicize green and low-carbon concepts and practices, guide the public to consciously practice the green lifestyle from "knowing" to "thinking" and "doing".



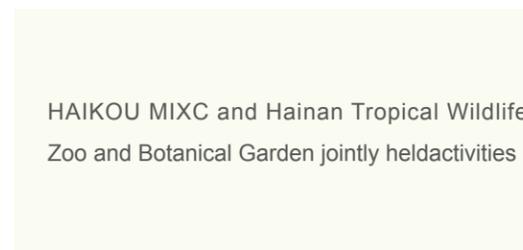
< "Earth Hour" Activity in 2023



> Shenzhen Low-carbon Environmental Protection Art Festival



< JINAN MIXC Coffee Residue Aroma-Environmental Theme Salon



> HAIKOU MIXC and Hainan Tropical Wildlife Zoo and Botanical Garden jointly held activities



Advocating Sustainable Consumption

CR Mixc Lifestyle practices the concept of sustainability in the operation process, guides the merchants to provide convenient low-carbon consumption services and choices for consumers, improves the incentive measures for green product consumption, attracts the active participation of consumers, and promotes more responsible parties to participate in the construction of "green and low-carbon life", so that sustainable consumption becomes the bright card of the new era.

Initiate a "Sustainable Living Week":

In 2023, 93 shopping mall under CR Mixc Lifestyle jointly launched the first "Sustainable Life Week" with cooperative brands, to continuously deliver the sustainable life concept of "Guarding the Earth, Cherishing Nature" to consumers.

- Sustainable brand action: It teamed up with Aihuishou to launch a recycling operation, with 22 projects in 17 cities across the country participating, covering empty cosmetics bottles, used clothes, mother and baby articles, children's old toys and pet articles to meet the recycling requirements of different categories of consumers.
- Sustainable recycling experience: It explores the recyclable materials in different fields, to allow people feel the different beauty and value of resource reuse from the recycling experience project, and also penetrate the concept into the brands to inspire more recycling business initiatives.



Scan the QR code to learn more

Notes:

- [1] According to the CDP B-level (Management Level) standard, the Company has set carbon emission strategic objectives, formulated specific annual carbon reduction targets, established carbon management organization system, formulated seven green and low-carbon strategic action plans, and carried out climate risk identification and assessment, Scope 3 carbon emission identification, accounting and emission reduction, and has initially reached CDP Level B (Management Level) through self-assessment. It is expected to apply for official inclusion in CDP disclosure, complete the questionnaire and obtain the rating in 2025.
- [2] In 2023, the lease project of Scope 1 and Scope 2 of the Company - LuZhou Mixc One replaced the original direct-fired air-conditioning host with a high-efficiency refrigeration host through the transformation of the central air-conditioning refrigeration system, greatly increasing the COP refrigeration efficiency from 1.3 to 5.647, reducing the annual natural gas consumption by about 970,000 cubic meters, and reducing the annual carbon emission by about 1,678 tons.

Business Integrity

Business ethics and anti-corruption

Information security and privacy protection

Corporate governance

Intellectual property protection

Risk management



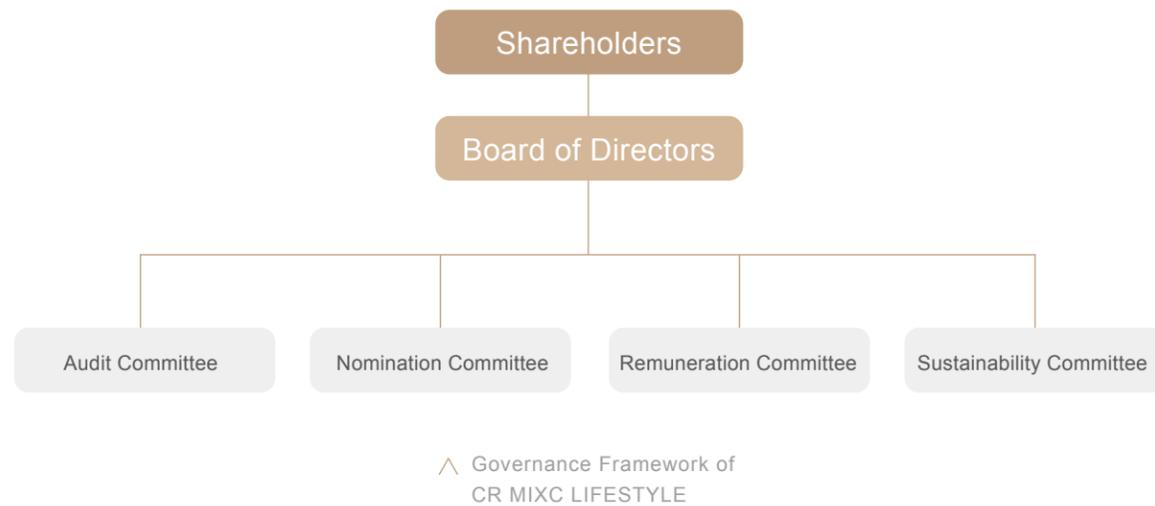
Enhancing Governance Efficiency

Corporate governance

HKEX
Aspect B7

CR Mixc Lifestyle strictly complies with the Company Law of the People's Republic of China, the Rules Governing the Listing of Securities on the Hong Kong Stock Exchange Ltd. and other relevant national laws and regulations, continuously optimizes the corporate governance structure in combination with the development of the Company, continuously improves the governance and defends the interests of the Company and its shareholders through objective, scientific and effective decision-making.

The Board of Directors of the Company is composed of 11 directors, with the Audit Committee, Remuneration Committee, Nomination Committee and Sustainability Committee under the Board of Directors to supervise specific aspects of the Company's affairs and fully ensure the reasonable allocation of internal resources and the efficient operation of the Company.



We are aware of the benefits of diversified Board of Directors and consider the increased diversity at the Board of Directors to be a key element in supporting the Company's strategic objectives and sustainability. We have formulated the Policies for Diversified Board of Directors, review the structure, size and composition of the Board of Directors annually and follow a fair and transparent process, and take a wide range of factors into account such as professional experiences, talents, skills, knowledge, cultural and educational background, genders, age, races and length of service in nominating new directors to the Board of Directors. The current directors comprise a female director. The members of the Board of Directors have balanced experience in general management, risk management, marketing, finance, legal, etc.

The Board of Directors ensured the balance between executive directors and non-executive directors, with the proportion of independent non-executive directors accounting for more than one third.

Composition of the Board of Directors	Unit	2023
Executive directors	Person	5
Non-Executive directors	Person	2
Independent non-executive directors	Person	4

Compliant Operation

HKEX
Aspect B7
KPI B7.2
B7.3

The Company have established three guarantee systems, including "overall supervision" "overall risk" control and "overall compliance" and "safety production". In 2023, after merging the Risk Management and Internal Control Committee and Compliance Committee, we renamed them as the "Committee for Managing Enterprises According to Law, Risk Control and Compliance", with the president of the Company as the director, who shall be responsible for overall deployment, guidance, inspection and coordination of risk control and compliance work. Each affiliated unit established subordinate committees to manage the risk control and compliance affairs at all levels and integrate the risk and internal control management into the whole process of operation and management of the Company.

| Risk Management and Internal Control

Effective risk management is the key to realize stable operation and create long-term value. The Company regularly initiates identifications and evaluations of major risks every year, formulates and implements countermeasures against risks, and timely follows up and effectively manages and controls major risks.

We continue to carry out risk monitoring, monitor and review the effectiveness of various risks and mitigation measures in the key areas, sort out key risks and identify key control measures, and conduct risk analysis to formulate effective control measures.

Risk Management and Control Process

 Risk identification	Initiates risk identification at the beginning of each year through a risk assessment that leads to a combination of the environmental background and the opinions of management personnel, eventually it was reported to the Board of Directors on a regular basis.
 Risk response	Conduct risk monitoring during the incidents and timely correction through major risk monitoring, internal control and self-assessment, self-inspection, patrol inspection, special risk management and other methods. Conduct a nationwide business risk investigation and avoid potential risks.
 Risk reporting	Summarize and report on the Company's annual risk management to the Board of Directors in the form of an annual risk management report.

| Strengthening Compliance Management

We strictly comply with the relevant requirements of the Guidelines for Compliance Management of Central State-owned Enterprises (Trial) and the Measures for the Management of Compliance of Central State-owned enterprises, establish and improve the compliance management system. We have issued the Compliance Management System of CR Mixc Lifestyle (Trial) and other system documents, and implement specific work in terms of organizational construction, system construction, operation mechanism, cultural training, information construction, compliance supervision, etc.

It's necessary to strengthen compliance risk identification and management, identify compliance risks in key fields such as joint venture, trademark management, business development, property development, personal information protection of property business, and reduce risk impact to the maximum extent and enable stable business development through the establishment of compliance red line list, compliance effectiveness evaluation and coordination mechanism of risk control compliance regular meeting.

| Investor Relations Management

To ensure that shareholders exercise their rights on an informed basis, we have established the Shareholder Communication Policy. The Board of Directors regularly reviews the Policy to ensure its effectiveness and to ensure that the Company's shareholders and the investors have timely access to comprehensive, identical and easy-to-understand company information.

In accordance with the principle of truthfulness and reliability, we timely and accurately disclose business information to shareholders and investors and promote communicate paperless of shareholders. All notices and announcements issued by the Company are published on CR Mixc Lifestyle website and Hong Kong Stock Exchange. In 2023, the Company released the interim and annual performance reports and broadcast the performance conference live throughout the whole process, and the Company did not experience any incidents of punishment for violating the information disclosure regulations.

Adhering to Business Ethics

Information Security and Privacy Protection

HKEX
Aspect B7
KPI B7.2
B7.3

The Company attached great importance to protecting the privacy of customers and strictly complied with the Group's and relevant industry norms. The internal policies such as the Guidelines for Customer Relationship Management of Shopping Mall, the Guidelines for Personal Information Protection of CR Mixc Lifestyle and other internal policies are applicable to the headquarters and all subordinate units, which will be updated from time to time to ensure compliance with relevant laws and regulations.

We require our employees to proactively identify and respond to information security risks in accordance with laws, regulations and internal guidelines when collecting, processing, transferring, retaining and disposing of all customer information, and to ensure that they can respond quickly and effectively in the event of a security information incident to minimize losses.

Customer Privacy and Information Security Measures

Following the principles of legal compliance, online storage, strict confidentiality and classified management in all customer information collection, storage, transmission and use, publicize personal information processing rules as required, and timely update the product privacy policy.

For the security protection of user data, timely adjust the user privacy protocol and pass the application market detection of the open market, adopt HTTPS certificate to encrypt data transmission, and strictly encrypt and desensitize the key information of users.

Conduct confidentiality-related training for all staff, strengthen daily "violation" troubleshooting and risk notification management, implement normalized network information security operation through information security attack and defense exercises, and realize security risk early warning, timely response and monitoring of security events, and traceability of security events.

The front-line project team carries out customer information security self-inspection once a month; secondary units conduct a customer information security self-inspection every quarter.

Building A Sunshine Enterprise

HKEX
Aspect B6、B7
KPI B6.5
B7.1、B7.2

Adhering to the values of "honesty and integrity", the Company has established the Anti-Corruption and Anti-Bribery Policy and prohibited illegal behaviors such as monopoly, unfair competition, commercial bribery and other illegal acts. In 2023, we further strengthened the construction of compliance culture, established a normalized compliance training normalization mechanism and integrated integrity and compliance into various trainings. We regularly organized ethics and compliance training activities for all employees (including regular employees and part-time employees), and created a clean enterprise atmosphere through a series of ways such as integrity education, integrity reminder, theme month, special research and publicity.

We strictly comply with the relevant requirements of the Guidelines for Compliance Management of Central State-owned Enterprises (Trial) and the Measures for the Management of Compliance of Central State-owned enterprises, establish and improve the compliance management system. We have issued the Compliance Management System of CR Mixc Lifestyle (Trial) and other system documents, and implement specific work in terms of organizational construction, system construction, operation mechanism, cultural training, information construction, compliance supervision, etc.

In 2023, the Company carried out a total of **106** legal compliance training sessions.

The number of litigation cases involving corruption, bribery, extortion, fraud, and money laundering is **0**.

We have zero tolerance for any misconduct. We have issued the Reporting Policy and Reporting Policy for Non-compliance and provided reporting channels and guidelines for possible misbehaviors; We have amended detailed provisions on the protection and confidentiality. The full text of the Reporting Policy has been posted on the company's website.

We have established online and offline accesses for reporting. If the reporter does not intend to identify himself/herself, the reporter may submit an anonymous report. We will treat all the obtained materials and information in a confidential manner in order to protect the reporters from retaliation or any adverse influences. The rights of interests of any reporters will be protected.

CR Mixc Lifestyle Report Channel

Mail to "Chairman of the Review Committee of the Board of Directors of China Resources Mixc Lifestyle Services Limited", located at 46/F, CR Building, 26 Harbour Road, Wan Chai, Hong Kong

Online reporting

<https://www.crland.com.cn/ljbb/jbbd/nmjb/index.html>

Email reporting

crld_wxshjb_zy@crland.com.cn

Maintaining Fair Competition in the Market

HKEX
Aspect B6、B7
KPI B6.3

The Company strictly complies with all applicable competition and antitrust laws and regulations and establishes relevant policies to eliminate any unfair competition behaviors including monopoly, bribery and fraud.

We respect and protect intellectual property rights, issue and implement internal framework including the Detailed Rules for the Management of CR Mixc Lifestyle Trademarks, initiates registration of landing trademarks and licensing of trademarks, improves the core trademark registration system, initiates special training and prevents any risks regarding trademark registration and use. The Company requires all levels of entities and third-party suppliers to fully abide by intellectual property laws and regulations, and the Company's various agreements contain intellectual property protection clauses, including prohibiting the use of unauthorized software, fonts, photos, audios and videos.

In 2023, the Company had newly added **85** registered trademarks, held **990** registered trademarks (including the well-known trademark "Mixc").

Added **7** patents, and completed the registration of **12** works and **11** computer software copyrights.

The trademark "Mixc One" was included in the list of key trademarks protected in Guangdong Province.

Future Outlook



Future Outlook

In 2024, we will insist on promoting high-quality development through connotative growth, focus on the five fields of MixcLifestyle ecosystem, people centricity, mutual-winning partnership, green environment and business integrity, and promote the sustainability of people, environment, community and city with more ambitious measures and more pragmatic attitude.

MixcLifestyle Ecosystem



We will adhere to the value proposition of "Smart Services Lead Urban Quality Lifestyle and Enhance the Value of Space Assets", integrate the urban resources, exert the brand influences, serve the community and urban development, empower the urban economic growth, inject multi-cultural vitality into the urban space, and shape the urban humanistic and artistic temperament around the three elements of space, customers, products and services.

People Centricity



We will adhere to the tenet of "respecting human value, developing human potential, and sublimate human soul", innovating talent absorption, building a systematic talent training system and innovative talent incentive mechanism, focusing on the construction of key talent teams, sharing development achievements with employees, enhancing employees' sense of happiness and acquisition, and promoting the improvement of employees' personal values and the Company's values.

Mutual-Winning Partnership



We will adhere to high-quality and high-efficiency operation, build a diversified customer service system, improve customer satisfaction, and work together with partners, consumers, owners and all customers to build a partnership of "mutual benefits, common growths and mutual achievements" to better meet people's aspirations for a better life.

Green Development



We will promote an organic integration of sustainability concept and business, establish a framework for addressing climate change, promote the implementation of the "Carbon Peak and Carbon Neutrality" strategy, and explore a low-carbon development model; become an advocate and promoter of green and low-carbon concept through corporate resources and value chain optimization. We will simultaneously invite brand partners and consumers to join in the process.

Business Integrity



Adhering to the value of "integrity", we will continue to improve the modern governance system, enhance the level of governance, promote risk and internal control management throughout the entire process of the Company's operation and management, and abide by business ethics and morals. A long-standing business and sustainability will be expected as a result.

Appendix

About this Report

This report is the fourth Sustainability Report released by CR Mixc Lifestyle, aiming to disclose the Company's investment and performance in environmental, social, and corporate governance in a transparent and open manner, in response to the concerns and expectations of various stakeholders on the Company's sustainability.

Period

This report is an annual report, covering the period from January 1, 2023 to December 31, 2023. To enhance the comparability and prospective of the report, some contents are moderately extended to the previous and subsequent years.

Organization Scope

The organization scope of this report is China Resources Mixc Lifestyle Services Limited headquarters, commercial region Com/directly managed stores, commercial stores, property city companies and property project companies/projects.

Description of Appellation

"China Resources Mixc Lifestyle Services Limited" is also referred to as "CR Mixc Lifestyle" "the Company," "the Corporate," and "we" in this report.

Reference Standards

This report is prepared with reference to the Guidance on the Performance of Social Responsibility of Central State-owned Enterprises by SASAC, the Reporting Guidelines for Corporate Social Responsibility in China (CASS-ESG5.0) by the Chinese Academy of Social Sciences, the Corporate Action Guidelines for sustainability Goals of the United Nations (SDGs), the Sustainability Report Standards (GRI Standards) by the Global Reporting Initiative, the Guidelines for Environmental, Social and Governance Reporting in Appendix C2 of the Listing Rules of the Hong Kong Exchanges and Clearing, the Measures for the Management of Social Responsibility of CR Group.

Reporting Principles

This report discloses the ESG management performance of the Company in accordance with the principles of "materiality, quantification, balance and consistency" in Appendix C2 of the Listing Rules of the Hong Kong Exchanges and Clearing, the Guidelines for Environmental, Social and Governance Reporting.

Reporting Principles	Definition	Company Response
Materiality	Issues covered in this report should reflect the company's significant impact on the economy, environment, and society, or the scope of stakeholder evaluation and decision-making.	The Company commissioned a third-party professional organizations to conduct assessments and identify key issues for this report, submitted the results to the Board of Directors for approval, and ultimately determined and responded important issues as the basis for this report.
Quantitative	The report should disclose key performance indicators in a measurable way.	The Company has established an ESG data collection and review mechanism to let stakeholders understand ESG quantified performances.
Balance	The report shall reflect the sustainability performance of the Company as a whole in an impartial manner.	The Company discusses improvement opportunities and plans on relevant issues in this report to avoid omissions or inappropriate influence on stakeholder decisions or judgments.
Consistency	The Company should ensure the consistent disclosure in this report.	The quantitative information in this report has been disclosed in a manner consistent with previous reports, and changes and updates to the scope of some data have been explained for the reference of stakeholders.

Information Source

Data used in this report is from official company documents, statistical reports, third-party research or relevant public information, with financial data presented in Chinese yuan unless otherwise specified.

Access to this Report

This report is available in both Chinese and English for readers' reference and published in electronic form. It can be viewed and downloaded from the website of the Hong Kong Exchanges and Clearing Limited (www.hkexnews.hk) and the official website of the Company (<http://www.crmixclifestyle.com.cn/shzrbg/index.html>).

Reporting Assurance

The Company assures that the report contains no false records, misleading statements or material omission, and is responsible for the authenticity, accuracy, and completeness of this report.

ESG Policies and Regulations

HKEX's Guidelines for Environmental, Social and Governance Reporting	Laws and regulations followed in 2023	Internal policy followed in 2023
A1. Emissions	Environmental Protection Law of the People's Republic of China Energy Conservation Law of the People's Republic of China Solid Waste Pollution Prevention and Control Law of the People's Republic of China Law of the People's Republic of China on Prevention and Control of Water Pollution Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution Interim Measures for Supervision and Management of Energy Conservation and Emission Reduction in Central State-owned Enterprises Regulations on Solid Waste Pollution Prevention and Control of Guangdong Province Regulations on Management of Urban Construction Waste National Catalog of Hazardous Wastes	Regulations on the Emission Control of Domestic Pollutants of CR Mixc Lifestyle Regulations on the Management of Domestic Solid Waste of CR Mixc Lifestyle
A2. Use of Resources	Energy Conservation Law of the People's Republic of China	Regulations on the Management of Energy Conservation and Emission Reduction Guidelines for the Monitoring of Energy Conservation and Emission Reduction
A3. Environment and Natural Resources	Environmental Protection Law of the People's Republic of China	Workflow of Energy Conservation Reconstruction Projects Guidelines for the Management of Energy Conservation and Consumption Reduction
B1. Employment	Civil Code of the People's Republic of China Labor Law of the People's Republic of China	Board Diversity Policy Employee Handbook
B2. Health and Safety	Social Security Law of the People's Republic of China Personal Income Tax Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Occupational Disease Work Safety Law of the People's Republic of Chinas	Regulations on Administration of Employee Health System of Occupational Disease Prevention and Treatment and Work Injury Insurance Regulations on Administration of EHS Organizational Construction Regulations on Post EHS Responsibility System Management of CR Mixc Lifestyle Regulations on EHS Education and Training Management of CR Mixc Lifestyle Regulations on EHS Accident and Incident Management of CR Mixc Lifestyle Regulations on EHS Accident and Incident Responsibility Investigation Management of CR Mixc Lifestyle Regulations on EHS Management Annual Assessment of CR Mixc Lifestyle

HKEX's Guidelines for Environmental, Social and Governance Reporting	Laws and regulations followed in 2023	Internal policy followed in 2023
		Regulations on Occupational Health Management of CR Mixc Lifestyle Regulations on Identification, Evaluation and Control Management of Hazardous Sources and Environment of CR Mixc Lifestyle Regulations on EHS Emergency Management of CR Mixc Lifestyle
B3. Development and Training	Civil Code of the People's Republic of China Labor Law of the People's Republic of China	
B4. Labour Standards	Social Security Law of the People's Republic of China Personal Income Tax Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Occupational Diseases	Employee Handbook Regulations on Training Management of CR Mixc Lifestyle
B5. Supply Chain Management	Company Law of the People's Republic of China Anti-Unfair Competition Law of the People's Republic of China	Detailed Rules for the Implementation of Supplier Management Detailed Rules for the Implementation of Procurement Management of CR Mixc Lifestyle Guidelines for the Procurement Management of Specific Matters Guidelines for the Procurement Management of the Products Sold in the Cinema Guidelines for Early Procurement of Property Extension Projects of CR Mixc Lifestyle Guidelines for Property Business Procurement Contract Renewal of CR Mixc Lifestyle Guidelines for Procurement Management of Customer Goods at Ice Rinks of CR Mixc Lifestyle Criterion for Integrity Cooperation Honest Declaration Supplier Social Responsibility Proposal of CR Mixc Lifestyle Guidelines for Commercial Acceptance Inspection, Change and Settlement of CR Mixc Lifestyle Safety Commitment Letter for Mobilization Operation Procurement Business Management and Supervision Plan of CR Mixc Lifestyle (Trial Version)

HKEX's Guidelines for Environmental, Social and Governance Reporting	Laws and regulations followed in 2023	Internal policy followed in 2023
B6. Product Responsibility	Product Quality Law of the People's Republic of China Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers The Advertisement Law of PRC Trademark Law of the People's Republic of China Patent Law of the People's Republic of China Copyright Law of the People's Republic of China Cybersecurity Law of the People's Republic of China Data Security Law of the People's Republic of China Personal Information Protection Law of the People's Republic of China	Regulations on Administration of Investigation of Responsibility for EHS Accidents Regulations on Administration of EHS Evaluation and Assessment Regulations on Administration of Identification, Evaluation and Control of Hazard Sources and Environment Regulations on EHS Emergency Management Detailed Rules for Trademark Administration of CR Mixc Lifestyle Handbook of Service Product Standard Inspection Tools Residential Property Service Grading Standards Benchmarking Mixc Rating System Customer Repair Report/Complaint Handling Guidelines Customer Information Management Guidelines Customer Property Management Guidelines SOP for Customer Service Eight Red Lines for Tenant Management Residential Customer Complaint Handling Guidelines Office Building Projects Customer Complaint Handling Guidelines Guidelines for Customer Relationship Management in Shopping Malls Guidelines for Personal Information Protection in CR Mixc Lifestyle Business Process Specifications for Commercial Operations of CR Mixc Lifestyle Guidelines for Handling Complaints from Residential Customers of CR Mixc Lifestyle Customer Comprehensive Service Data Guidelines Commercial Project Prepaid Card Tenant Management Standards

HKEX's Guidelines for Environmental, Social and Governance Reporting	Laws and regulations followed in 2023	Internal policy followed in 2023
B7. Anti-corruption	Company Law of the People's Republic of China Law of the People's Republic of China on Anti-money Laundering	CR Mixc Lifestyle Integrity Risk Prevention and Control System Reporting Policy for Listed Companies Guidelines on Integrity Talk Criterion for Integrity Cooperation Honest Declaration
B8. Community Investment	Charity Law of the People's Republic of China Welfare Donations Law of the People's Republic of China	Foreign Donation Management System of CR Mixc Lifestyle

ESG Indicator List

Indicators of the HKEX's Guidelines for Environmental, Social and Governance Reporting	Unit	2023	2022	2021
A. Environment				
A1. Emissions				
A1.1 Types of emissions and associated emission data				
SO2 emissions	Ton	0	0	0
Ammonia nitrogen emissions	Ton	0	0	0
COD emissions	Ton	0	0	0
A1.2 Greenhouse gas emissions and density				
GHG emissions (Scopes 1 & 2)	Ton	11,812.11	12,379.62	13,484.12
Scope 1 Greenhouse gas emissions	Ton	627.54	2,344.88	2,349.44
Scope 2 Greenhouse gas emissions	Ton	11,184.57	10,034.74	11,134.68
Scope 3 Greenhouse gas emissions ^[1]	Ton	1,957,587.01	/	/
Greenhouse gas emission density	Tons/ten thousand yuan operating income	0.007999	0.01030	0.01519
A1.3 Total amount and density of hazardous wastes generated				
Total emission of hazardous waste	Ton	0	0	0
Emission density of hazardous waste	Tons/ten thousand yuan operating income	0	0	/
A1.4 Total amount and density of harmless waste generated				
Total emission of non-hazardous waste	Ton	9,535.11	471.27	465.75
Emission density of non-hazardous waste	Tons/ten thousand yuan operating income	0.006457	0.00000353	/
Construction waste	Ton	50.402	44.1	23.6
Domestic waste	Ton	4,492.62	/	/
Kitchen waste	Ton	2,348.44 ^[2]	153.68	375.90

Indicators of the HKEX's Guidelines for Environmental, Social and Governance Reporting	Unit	2023	2022	2021	
A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them					
Waste lead-acid battery	Pcs	26	/	/	
Waste printer toner cartridge	Pcs	403	1,320	794	
A2. Use of resources					
A2.1 Energy consumption and density					
Comprehensive energy consumption	Ten thousand tons of standard coal	0.2752	0.3472	0.3671	
Comprehensive energy consumption intensity	Tons of standard coal/tenthousand yuan operating income	0.001864	0.002889	0.004136	
Total direct energy consumption	Ten thousand tons of standard coal	0.0342	0.1310	0.1316	
Total indirect energy consumption	Ten thousand tons of standard coal	0.2410	0.2162	0.2355	
Total power consumption	Ten thousand kWh	1,961.17	1,759.56	1,916.47	
Gasoline consumption	Ton	44	34.82	19.06	
Diesel oil consumption	Ton	0.39	0.57	0.56	
Natural gas consumption	Ten thousand standard cubic meters	22.79	103.75	106.01	
A2.2 Total water consumption and density					
Total water consumption	Cubic meter	17,558,669	13,842,804	12,644,142	
Density of water consumption	Cubic meter /ten thousand operating income	11.89	7.17	6.78	
B. Society					
B1. Employment					
B1.1 Number of employees: by gender, employment type, age group and region					
Number of all employees	Person	40,977	40,239	28,654	
Gender	Male	Person	27,410	26,411	19,410
	Female	Person	13,567	13,828	9,244

Indicators of the HKEX's Guidelines for Environmental, Social and Governance Reporting		Unit	2023	2022	2021
Employment type	Full-time	Person	40,977	40,239	28,654
	Part-time	Person	0	0	0
Age	Under 30 years of age	Person	12,121	12,237	9,572
	30 to 50 years of age	Person	25,595	24,178	17,379
	Over 51 years of age	Person	3,261	3,824	1,703
Region	Employees from Chinese Mainland	Person	40,963	40,230	28,649
	Employees from Hong Kong, Macao and Taiwan	Person	14	9	5
B1.2 Employee turnover ratio: by gender, age group and region					
Gender	Male	%	26.08	25.97	29.02
	Female	%	27.34	25.68	28.76
Age	Under 30 years of age	%	35.40	33.72	34.89
	30 to 50 years of age	%	22.81	21.66	24.91
	Over 51 years of age	%	14.86	14.97	23.39
Region	Employees from Chinese Mainland	%	26.50	25.87	28.94
	Employees from Hong Kong, Macao and Taiwan	%	12.5	12.5	0
B2. Health and Safety					
B2.1 Number and rate of work-related deaths in each of the last three years					
Number of deaths due to work		Person	0	0	0
Death rate per thousand		%	0	0	0
B2.2 Workdays lost due to work-related injury					
Number of working days lost due to work-related injury		Day(s)	0	0	0
Total lost days due to work injury		Day(s)	0	0	0

Indicators of the HKEX's Guidelines for Environmental, Social and Governance Reporting		Unit	2023	2022	2021
B3. Development and Training					
B3.1 Percentage of trained employees: by gender, and employee category					
By gender	Male	%	100	100	100
	Female	%	100	100	100
By employee category	Management	%	100	100	100
	Non-management	%	100	100	100
B3.2 Average hours of employee training: by gender, and employee category					
Gender	Male	Hour(s)	44.86	44.15	43.27
	Female	Hour(s)	45.62	45.02	43.56
Employee category	Management	Hour(s)	41.09	41.26	39.38
	Non-management staff	Hour(s)	45.45	47.96	43.66
B5. Supply Chain Management					
B5.1 Number of Suppliers by Region					
Total number of suppliers		Pcs	18,354	20,130	16,299
Number of suppliers in Mainland China		Pcs	18,337	20,110	16,295
Number of suppliers from Hong Kong, Macao and Taiwan		Pcs	17	18	2
Number of overseas suppliers		Pcs	0	2	2
B5.2 Responsible Supply Chain Management					
Number of suppliers reviewed during the reporting period		Pcs	5,359	6,369	9,780
Number of potential suppliers rejected for non-conformance		Pcs	15	15	22
Number of suppliers whose cooperation has been discontinued due to non-compliance		Pcs	654	415	0
Number of supplier social responsibility training sessions held		Session(s)	229	186	339

Indicators of the HKEX's Guidelines for Environmental, Social and Governance Reporting	Unit	2023	2022	2021
B6.Product Responsibility				
B6.2Number of products and service-related complaints received				
Customer complaint handling rate	%	100	99.9	100
Number of complaints received	Pcs	25,668	34,700	30,165
B7.Anti-corruption				
B7.1Number of corruption litigation cases				
Number of corruption litigation cases filed and concluded	Pcs	0	0	0
B7.3 Anti-corruption Training to Directors and Employees				
Total anti-corruption training hours for the Board of Directors	Hour(s)	72	56	18
Total hours of anti-corruption training for employees	Hour(s)	146,518	255,400	101,599
Total number of employees trained on anti-corruption	Person-time	124,555	127,700	66,162
B8. Community Investment				
B8.2 Resources Contributed to Focused Areas				
Number of volunteers	Person	5,234	5,241	4,757
Total hours of volunteer service activities	Hour(s)	17,010	58,858	8,900

Notes:

[1] In 2023, the Company made a preliminary calculation on Scope 3 in accordance with the GHG Protocol and ISO14064 and disclosed the emissions and reductions of Scope 3 for the first time. The Company's Scope 3 carbon emissions mainly include carbon emissions from selling products or services process, as well as embodied carbon from employee commuting, business travel, and purchasing goods.

[2] Adjustment of data statistical caliber: In 2023, the statistics of wastes, water and other relevant statistical caliber are adjusted to the self-owned office area and lease project, so there is a large change compared with the previous data.

Key Performance Sheet

CASS-ESG 5.0 Index	Unit	2023	2022	2021
Revenue	RMB 100 million	147.67	120.16	88.75
Total profit	RMB 100 million	39.12	29.06	23.37
Net profit	RMB 100 million	29.43	22.13	17.26
Net profit attributable to owners of the parent company	RMB 100 million	29.29	22.06	17.25
Total asset	RMB 100 million	277.83	258.38	215.92
Net asset	RMB 100 million	160.36	143.26	138.89
Return on equity	%	19.38	15.69 ^[1]	12.43
Rate of return on total assets	%	15.03	12.62 ^[2]	11.86
Preservation and appreciation ratio of state-owned assets	%	89.34	103.29	111.43
Retail sales	RMB 100 million	1,812	1,264	1,189
Total tax	RMB 100 million	14.5	10.8	9.6 ^[3]
Number of legal and compliance training sessions	Session(s)	106	59	58
Information security investment	Ten thousand yuan	320	100	100
Number of information security training sessions	Session(s)	6	1	0
Number of ESG training sessions	Session(s)	3	3	2
Total investment in environmental protection	Session(s)	430.11	388.19	755.06
Number of environmental protection training and education sessions	Session(s)	901	875	580
Fossil energy consumption	Ton	0.0342	0.1310	0.1316
Non-fossil energy consumption	kWh ^[4]	0.2410	0.2162	0.2355
Proportion of non-fossil energy use	%	87.58	62.27	64.15
Clean energy consumption	kWh	67,048,131	/	/

CASS-ESG 5.0 Index	Unit	2023	2022	2021
Self-built photovoltaic power generation	kWh	4,890,002	148,797	30,235
Outsourced green power	kWh	62,158,129	/	/
Fresh water consumption	Ton	17,558,669	13,842,804	12,644,142
Water saving	Ton	3,089,121.13	339,966.16	/
Reclaimed and reused water quantity	Ton	83,249.67	206	/
Office power consumption	kWh	1,917,322.94	/	/
Office water consumption	Ton	13,992.5	/	/
Office waste treatment capacity	Ton	27.59	/	/
Energy-saving technical transformation input	Ton	575.27	630.09	899.68
Energy saving capacity	ten thousand tons of standard coal	0.5538 ^[5]	0.2595	0.0766
Technical energy saving capacity	ten thousand tons of standard coal	0.3476	0.2555	0.0716
Office space energy saving capacity	kWh	27,800	23,110	9,600
Waste water discharge volume	Ton	14,924,868	11,766,383	10,747,521
Exhaust emissions	Cubic meter	0	0 ^[6]	/
General waste emissions	Ton	9,535.11	262.30	195.30
General waste emission intensity	tons/ten thousand yuan operating income	0.006457	0.000218	0.00022
Hazardous waste emissions	Ton	0	0	0
Hazardous waste emission intensity	tons/ten thousand yuan operating income	0	0	0
Waste recycling volume	Ton	2,354.29	/	/
Kitchen waste recycling volume	Ton	2,348.44	/	/
Paper recycling volume	Ton	5.24	/	/
Electronic waste recycling volume	Ton	0.31	/	/

CASS-ESG 5.0 Index	Unit	2023	2022	2021
Recycling amount of waste printer cartridges and toner cartridges	Pcs	403	/	/
Recycling amount of waste lead-acid batteries	Pcs	26	/	/
Recycling amount of other metal, wood, plastic and glass wastes	Ton	0.3	/	/
Greenhouse gas emission reductions	Ton	70,398 ^[7]	/	/
Labor contract signing rate	%	100	100	100
Social insurance coverage	%	100	100	100
Employee turnover rate	%	26.5	25.87	28.94
Per capita days of paid leave	Day(s)	7.06	8.2	7.8
Percentage of female managers	%	41.31	44.67	37.07
Localized procurement rate	Person	99.95	99.90	95.10
Total number of employees	Person	40,977	40,239	28,654
Number of newly employed individuals	Person	17,442	15,511	8,463
Number of fresh graduates recruited	Person	1,561	866	624
Number of persons with disabilities employed	Person	101	63	33
Total investment in employee training	Ten thousand yuan	1,936.7	1,042.46	1,205.98
Total employee training hours	Hour(s)	1,848,472.47	1,794,257.01	1,242,723.98
Training input per employee	Yuan	472.63	259.07	412.27
Training hours per employee	Hour(s)	45.11	44.59	43.37
Employee training coverage	%	100	100	100
Number of new occupational diseases	Case	/	/	/
Physical examination coverage	%	100	100	100
Localized employment proportion	%	50.06	47.16	51.24

CASS-ESG 5.0 Index	Unit	2023	2022	2021
Number of full-time safety management personnel	Person	322	294	235
Number of registered safety engineers	Person	137	107	97
Total investment in safety production	Ten thousand yuan	4,321.80	4,092.29	10,040.60
Person-times covered by safety training	Person-time	572,580	468,962	406,592
Safety training coverage	%	100	100	100
Number of safety emergency drills	Session(s)	10,192	8,213	4,196
Number of ordinary and above accidents	Session(s)	0	0	0
Number of fatalities in accidents	Session(s)	0	0	0
Number of fatalities in accidents	Person	0	0	0
Number of contractor fatalities	Person	0	0	0
Lost time injury rate	%	0	0	0
Number of injuries related to work	Person	0	0	0
Incidents of serious injury caused by trampling on the business premises	/	0	0	0
Residential customer satisfaction	Point (s)	88.32	89.70	86.30
Satisfaction of overall return visit of residential customers	%	82.15	70.65	66
Shopping mall tenant satisfaction	Point (s)	98.5	99.30	98.90
Shopping mall consumer satisfaction	Point (s)	99.2	99.20	98.70
Satisfaction of customer complaint handling in shopping mall	Point (s)	99.86	97.90	97.10
Percentage of suppliers passing the certification of quality, environment and occupational health and safety system	%	100	100	100
Number of suppliers reviewed during the reporting period	Pcs	5,359	6,369	9,780
Number of potential suppliers rejected for non-conformance	Pcs	15	15	22
Number of suppliers whose cooperation has been discontinued due to non-compliance	Pcs	654	415	0

CASS-ESG 5.0 Index	Unit	2023	2022	2021
Number of supplier social responsibility training sessions held	Session(s)	229	186	339
Total R&D investment	RMB 100 million	1.5	1.31	1.01
Number of R&D personnel	Person	277	142	110
Major innovation awards	Pcs	0	0	0
Number of international, national or industry standards formed through participation	Pcs	0	0	3
Number of trademarks, copyrights and other intellectual property rights	Pcs	990	933	790
Number of new patents	Item(s)	7	0	0
Number of open commercial operation and sub-leased shopping malls	Pcs	101	86	71
Total public welfare donations	Ten thousand yuan	/	120	/
Number of volunteers	Person	5,234	5,241	4,557
Total hours of volunteer activities	Hour(s)	17,010	588,558	8,900

Notes:

- [1] The Rate of Return on Common Stockholders' Equity for 2022 has been adjusted from 15.43 to 15.69, primarily due to the adoption of a unified calculation formula (net profit / weighted average net assets).
- [2] The Return on Total Assets Ratio for 2022 has been adjusted from 12.63 to 12.62, with the adjustment attributed to short and over.
- [3] The amount of tax payable for 2021 has been updated to align with the criteria of the State-owned Assets Supervision and Administration Commission of the State Council (SASAC), adjusted from 610 million yuan to 960 million yuan.
- [4] The non-fossil energy consumption of the Company is mainly power consumption, so the unit is kWh;
- [5] Since the energy savings in 2023 include the energy savings in Scope 3, i.e. the energy savings generated by providing energy-saving services for owners and tenants, there is a large change compared with the previous data;
- [6] In 2022, the exhaust emission was changed to 0, and the data of 4.13m3 in 2022 was generated by the tenants of food and beverage category, and was not generated by property services of CR Mixc Lifestyle;
- [7] The greenhouse gas emission reductions in 2023 are mainly equivalent carbon emission reductions generated by self-built photovoltaic power generation and green power procurement.

Indicator Index

HKEX ESG Index of Indicators			
Mandatory Disclosure Requirements			
Governance Structure		Sustainability Management	
Reporting Principles		About this Report	
Reporting Boundary		About this Report	
Environmental			
“Comply or Explain” Provisions			
A1: Emissions	General Disclosure relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer		Chapter IV Green Environment
	A1.1	The types of emissions and respective emissions data	Chapter IV Green Environment
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Appendix - ESG Indicator List
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Appendix - ESG Indicator List
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Appendix - ESG Indicator List
	A1.5	Description of emissions target(s) set and steps taken to achieve them	Chapter IV Green Environment
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	Chapter IV Green Environment

HKEX ESG Index of Indicators			
A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials		Chapter IV Green Environment
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in ' 000s) and intensity (e.g. per unit of production volume, per facility)	Chapter IV Green Environment
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Appendix - ESG Indicator List
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	Chapter IV Green Environment
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	Chapter IV Green Environment
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	N/A
A3: Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources		Chapter IV Green Environment
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Chapter IV Green Environment
A4 Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer		Chapter IV Green Environment
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Chapter IV Green Environment

Society			
B1: Employment	General Disclosure relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer		Chapter II People Centricity
	B1.1	Total workforce by gender, employment type (for example, full-time or part-time), age group and geographical region	Appendix - ESG Indicator List
	B1.2	Employee turnover rate by gender, age group and geographical region	Appendix - ESG Indicator List
B2: Health and Safety	General Disclosure relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer		Chapter II People Centricity
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	Appendix - ESG Indicator List
	B2.2	Lost days due to work injury	Appendix - ESG Indicator List
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	Chapter II People Centricity
B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities		Chapter II People Centricity
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Appendix - ESG Indicator List

	B3.2	The average training hours completed per employee by gender and employee category	Appendix - ESG Indicator List
B4: Labour Standards	General Disclosure relating to preventing child and forced labour (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer		Chapter II People Centricity
	B4.1	Description of measures to review employment practices to avoid child and forced labour	Chapter II People Centricity
	B4.2	Description of steps taken to eliminate such practices when discovered	Chapter II People Centricity
B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain		Chapter III Mutual-Winning Partnership
	B5.1	Number of suppliers by geographical region	Appendix - ESG Indicator List
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	Chapter III Mutual-Winning Partnership Appendix - ESG Indicator List
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Chapter III Mutual-Winning Partnership
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	Chapter III Mutual-Winning Partnership
B6 Product Responsibility	General Disclosure relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer		Chapter I Mixclifestyle Ecosystem

HKEX ESG Index of Indicators

	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	N/A
	B6.2	Number of products and service related complaints received and how they are dealt with	Chapter III Mutual-Winning Partnership Appendix - ESG Indicator List
	B6.3	Description of practices relating to observing and protecting intellectual property rights	Chapter V Business Integrity
	B6.4	Description of quality assurance process and recall procedures	Chapter III Mutual-Winning Partnership
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Chapter III Mutual-Winning Partnership Chapter V Business Integrity
B7 Anti-corruption	General Disclosure relating to bribery, extortion, fraud and money laundering (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer		Chapter V Business Integrity
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Chapter V Business Integrity
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	Chapter V Business Integrity
	B7.3	Description of anti-corruption training provided to directors and staff	Chapter V Business Integrity Appendix - ESG Indicator List
B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests		Chapter I Mixclifestyle Ecosystem
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Chapter I Mixclifestyle Ecosystem
	B8.2	Resources contributed (e.g. money or time) to the focus area	Chapter I Mixclifestyle Ecosystem

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	P1.2	Information description	About this Report
	P1.3	Reporting system	About this Report
P2: Speech from Senior Executives	P2.1	Situation analysis and strategic consideration of ESG work	Company's Message
	P2.1	Annual ESG progress	Company's Message
P3: Responsibility Focus	P3.1	Annual ESG significant events	Highlighted Projects in 2023
P4: Corporate Profile	P4.1	General information	About CR Mixc Lifestyle
	P4.2	Strategy and culture	About CR Mixc Lifestyle
	P4.3	Business overview	About CR Mixc Lifestyle
	P4.4	Significant changes in organizational size, structure, ownership or supply chain during the reporting period	About this Report

Responsible Governance (G Series)

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	G1.2	Independence of the Board of Directors	Sustainability Management
	G1.3	Legal compliance system	Sustainability Management
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	G1.7	Anti-commercial bribery and anti-corruption system	Chapter V Business Integrity
	G1.8	Anti-corruption training performance	Appendix - ESG Indicator List
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	G2.3	Identification of ESG risks and opportunities by the Board of Directors	Sustainability Management
	G2.4	ESG target review of the Board of Directors	Sustainability Management
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	G3 ESG Management	G3.1	ESG responsible department
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Environmental Risk Management (E-Series)			
E1: Environmental Management	E1.1	Environmental management system	Chapter IV Green Environment
	E1.2	Environmental management objectives	Chapter IV Green Environment Appendix - ESG Indicator List
	E1.3	Investment in environmental protection	Chapter IV Green Environment

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	E1.4	Environmental protection early warning and emergency mechanism	N/A
	E1.5	Environmental assessment policy for new projects	Sustainability Management
	E1.6	Pass environmental management system certification	Chapter IV Green Environment
	E1.7	Environmental training and education	Chapter IV Green Environment
	E1.8	R&D and application of environmental protection products or technologies	Chapter IV Green Environment
	E1.9	Environmental violations and penalties	Chapter IV Green Environment
E2: Resource Utilization	E2.1	Energy management system	Chapter IV Green Environment
	E2.2	Energy consumption	Chapter IV Green Environment Appendix - ESG Indicator List
	E2.3	Energy consumption intensity	Chapter IV Green Environment Appendix - ESG Indicator List
	E2.4	Clean energy use policy	Sustainability Management
	E2.5	Clean energy consumption	Appendix - ESG Indicator List
	E2.6	Policy to reduce the use of packaging materials for finished goods	N/A
	E2.7	Total amount of packaging materials used in the finished products	N/A
	E2.8	Recovery ratio of packaging materials used in finished products	N/A
	E2.9	Water resource use policy	Sustainability Management
	E2.10	Fresh water consumption	Appendix - ESG Indicator List
	E2.11	Water consumption intensity	Appendix - ESG Indicator List
	E2.12	Water saving	Appendix - ESG Indicator List
	E2.13	Circulating water consumption	Appendix - ESG Indicator List
	E2.14	Green office measures	Chapter IV Green Environment
	E2.15	Green office performance	Appendix - ESG Indicator List

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	E3.1	Waste water emission reduction policy	Sustainability Management
	E3.2	Waste water discharge volume	Appendix - ESG Indicator List
	E3.3	Exhaust emission reduction policy	Sustainability Management
	E3.4	Exhaust emissions	Appendix - ESG Indicator List
	E3.5	Waste discharge management policy	Sustainability Management
	E3.6	General waste emissions	Appendix - ESG Indicator List
	E3.7	General waste emission intensity	Appendix - ESG Indicator List
	E3.8	Hazardous waste emissions	Appendix - ESG Indicator List
	E3.9	Hazardous waste emission intensity	Appendix - ESG Indicator List
	E3.10	Waste recycling performance	Appendix - ESG Indicator List
E4: Protecting Ecological Safety	E4.1	Impact of business operations on biodiversity and ecology	N/A
	E4.2	Biodiversity conservation action	Chapter IV Green Environment
	E4.3	Ecological restoration and management	/
E5: Addressing Climate Change	E5.1	Governance mechanisms to address climate change-related risks and opportunities	Chapter IV Green Environment
	E5.2	Impact of climate-related risks and opportunities on operations	Chapter IV Green Environment
	E5.3	Climate-related risk management	Chapter IV Green Environment
	E5.4	Objectives and performance in terms of climate-related risks and opportunities	Chapter IV Green Environment
	E5.5	Direct greenhouse gas emissions	Chapter IV Green Environment Appendix - ESG Indicator List
	E5.6	Indirect greenhouse gas emissions	Chapter IV Green Environment Appendix - ESG Indicator List
	E5.7	Greenhouse gas emission intensity	Chapter IV Green Environment Appendix - ESG Indicator List
Social Risk Management (S Series)			
	S1.1	Compliance with labour standards	Chapter II People Centricity

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S1: Employment	S1.2	Diversity and equality of opportunity	Chapter II People Centricity
	S1.3	Employee composition	Chapter II People Centricity
	S1.4	Labor contract signing rate	Appendix - ESG Indicator List
	S1.5	Employee turnover rate	Appendix - ESG Indicator List
	S1.6	Democratic management	Chapter II People Centricity
	S1.7	Salary and welfare system	Chapter II People Centricity
	S1.8	Social insurance coverage	Appendix - ESG Indicator List
	S1.8	Per capita days of paid annual leave	Appendix - ESG Indicator List
	S1.10	Care for employees	Chapter II People Centricity
	S1.11	Employee satisfaction	/
	S2: Development and Training	S2.1	Career development channel
S2.2		Career training system	Chapter II People Centricity
S2.3		Investment in career training	Appendix - ESG Indicator List
S2.4		Career training performance	Appendix - ESG Indicator List
S3: Occupational Health and Safety Production	S3.1	Occupational health management	Appendix - ESG Indicator List
	S3.2	Pass the certification of occupational health and safety management system	Chapter II People Centricity
	S3.3	Number of new occupational diseases	Appendix - ESG Indicator List
	S3.4	Safety production management system	Chapter III Mutual-Winning Partnership
	S3.5	Safety promotion and training	Chapter III Mutual-Winning Partnership
	S3.6	Troubleshooting and rectification of potential risks	Chapter III Mutual-Winning Partnership
	S3.7	Emergency management system	Chapter III Mutual-Winning Partnership
	S3.8	Safety production input	Appendix - ESG Indicator List

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	S3.9	Safety production training performance	Appendix - ESG Indicator List
	S3.10	Number of safety production accidents	Appendix - ESG Indicator List
	S3.11	Number of work-related injuries/deaths	Appendix - ESG Indicator List
	S3.12	Number of working days lost due to work-related injury	Appendix - ESG Indicator List
S4: Customer Responsibilities	S4.1	Product/service quality management	Chapter III Mutual-Winning Partnership
	S4.2	Product qualification rate	N/A
	S4.3	Responsible marketing	Chapter III Mutual-Winning Partnership
	S4.4	Stop loss and compensation mechanism	/
	S4.5	Response to customer complaints	Chapter III Mutual-Winning Partnership
	S4.6	Information Security and Privacy Protection	Chapter V Business Integrity
	S4.7	Customer satisfaction	Chapter III Mutual-Winning Partnership
	S4.8	Complaint resolution rate	Chapter III Mutual-Winning Partnership Appendix - ESG Indicator List
	S4.9	Customer health and safety negative events occurred during the reporting period	Chapter III Mutual-Winning Partnership
	S5: Responsible Supply Chain Management	S5.1	Supply chain ESG management system
S5.2		Supply chain ESG review and assessment	Chapter III Mutual-Winning Partnership
	S5.3	Number of suppliers reviewed	Chapter III Mutual-Winning Partnership Appendix - ESG Indicator List
	S5.4	Number of suppliers whose cooperation has been discontinued due to non-compliance	Chapter III Mutual-Winning Partnership Appendix - ESG Indicator List
	S5.5	Number of potential suppliers rejected for non-conformance	Chapter III Mutual-Winning Partnership Appendix - ESG Indicator List
	S5.6	Supplier ESG training system	Chapter III Mutual-Winning Partnership
	S5.7	Supplier ESG training performance	Chapter III Mutual-Winning Partnership Appendix - ESG Indicator List
Value Creation (V Series)			
	V1.1	Ideas and policies to serve major national strategies	Chapter I Mixclifestyle Ecosystem

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V1: National Value	V1.2	Major national strategic contribution areas	Chapter I Mixclifestyle Ecosystem
	V1.3	Action initiatives to serve major national strategies	Chapter I Mixclifestyle Ecosystem
	V1.4	Achievements in serving major national strategies	Chapter I Mixclifestyle Ecosystem Appendix - ESG Indicator List
V2: Industrial Value	V2.1	Technological innovation system and mechanism	Chapter III Mutual-Winning Partnership
	V2.2	Action measures of technological innovation	Chapter III Mutual-Winning Partnership
	V2.3	R&D investment	Appendix - ESG Indicator List
	V2.4	Major technological innovation achievements	Chapter I Mixclifestyle Ecosystem
	V2.5	Drive the coordinated development of upstream and downstream industrial chains	Chapter III Mutual-Winning Partnership
	V2.6	Ensure the security and stability of industrial chain and supply chain	Chapter III Mutual-Winning Partnership
	V2.7	Participate in the development of industry standards	Chapter III Mutual-Winning Partnership
	V2.8	Strategic cooperation mechanism and platform	Chapter II People Centricity
V3: People's Livelihood Value	V3.1	Action initiatives to promote employment	Sustainability Management
	V3.2	Number of newly employed individuals	Appendix - ESG Indicator List
	V3.3	Participate in infrastructure construction	Chapter I Mixclifestyle Ecosystem
	V3.4	Public service action area	Chapter I Mixclifestyle Ecosystem
	V3.5	Build brand public welfare project	Chapter I Mixclifestyle Ecosystem
	V3.6	Total public welfare donations	Appendix - ESG Indicator List

Report Postscript (Series A)

A1: Future Plan	Future Outlook
A2: Key Performance Sheet	Appendix
A3: Report Evaluation	Report Rating
A4: Reference Index	Index of Indicators
A5: Feedback	Feedback

Report Rating

I Rating Basis

China Corporate Social Responsibility Reporting Guidelines (CASS-ESG 5.0) of Chinese Academy of Social Sciences and Rating Standards for Chinese Corporate ESG Reports (2020) of China Expert Committee on CSR Report Rating.

II Rating process

- 1.The rating team reviewed and confirmed the Confirmation of Procedural and Accessibility Evaluation Data of Corporate ESG Reports and relevant supporting materials submitted by the writing team of the Report;
- 2.The rating team evaluated the preparation process and content of the Report and formulated the rating report;
- 3.The Vice Chairman of China Expert Committee on CSR Report Rating, the leader of the rating team and the experts of the rating team jointly sign and review the rating report.

III Rating conclusion

Process(★★★★☆)

The Company establishes a governance structure consisting of the Board of Directors, the Sustainability Committee and the ESG Working Group. As the highest responsible and decision-making body for ESG matters, the Board of Directors participates in the assessment and determination of the importance of ESG issues, proposes recommendations on ESG management, and deliberates on the annual sustainability report; and the Sustainability Committee fulfills the day-to-day supervision and management of ESG matters through the ESG Working Group; All information and data included in the report are objective, real and the Company is responsible for the truthfulness, accuracy and completeness of the contents; The report is positioned as an important tool for disclosing performance information, improving ESG management, strengthening stakeholder communication and shaping a responsible corporate brand image, with clear functional value positioning. The report is prepared according to national macro policies, domestic and foreign ESG standards, company development strategies, and stakeholder surveys, and has a leading performance in process.

Substantiality(★★★★★)

The Report systematically discloses key issues in the industry, such as the improvement of ESG governance, serving national strategies, technological innovation, energy and resources conservation, reduction of "three wastes" emissions, response to climate change, service quality management, health and safety of employees, and sustainable supply chain, etc., which are fully described in detail. To sum up, the Report has an excellent performance in substantiality.

Integrity(★★★★★)

The Report systematically discloses 91.50% of the core indicators in the industry from the perspectives of "Mixc Lifestyle Ecosystem" "People Centricity" "Mutual-Winning Partnership", "Green Development" and "Business Integrity". To sum up, the Report has an excellent performance in integrity.

Balance(★★★★★)

The Report discloses negative data such as "staff turnover rate", "Number of fatalities in accidents" "mortality rate per thousand employees" "number of working days lost due to work-related injury", "number of general and above accidents" " number of contractor fatalities" "incidents of serious injury caused by trampling on the business premises" "number of client complaints" and "number of corruption litigation cases filed and concluded", and also describes in detail the handling of complaints and improvement measures of the Company in response to unexpected situations encountered by customers. To sum up, the Report has an excellent performance in balance.

Comparability(★★★★★)

The Report discloses the comparative data of 152 key indicators such as "turnover" "total profit" "total hours of employee training" "total hours of volunteer activities" "number of new jobs""greenhouse gas emissions"and "comprehensive energy consumption" for three consecutive years. The Report also makes a horizontal comparison on the "TOP 1 in Commercial Real Estate Enterprise Performance in 2023" "TOP 1 in Retail Commercial Real Estate Industry in 2023" and "TOP 1 Commercial Real Estate Influential Enterprise in 2023". To sum up, the Report has an excellent performance in comparability.

Readability(★★★★★)

The cover of the Report continues the design style of previous reports, which enhances the recognition of the Company. It sets up responsibility topics and focuses on the key practices of the Company's annual performance of responsibility, which highlights the leading nature of its performance of responsibility and the modernity of the report content. The cross-page adopts a large vector map reflecting the characteristics of the Company's business, integrating elements of its main business, with an overall style of simplicity and freshness, which highlights the characteristics of the industry. Moreover, it embeds a two-dimensional code for the extension of the image to extend the content, thus enriching reading and communication of the Report. To sum up, the Report has an excellent performance in readability.

Composite rating(★★★★★)

According to the evaluation of the rating team, the 2023 Sustainable Development Report of China Resources Mixc Lifestyle Services Limited is rated as "Five Star", which is an excellent ESG report.

Accessibility(★★★★★)

The Report is the fourth sustainability report issued by China Resources Mixc Lifestyle Services Limited, which is released at the same time as the Company's financial report. It is available in both Chinese and English, and will be issued on the the official websites of the Company and the Stock Exchange and promoted through social channels such as official WeChat and third-party media. It is displayed in the Company's operating areas, and the Report can also be obtained through online search and download, mail, etc. To sum up, the Report has an excellent performance in accessibility.



中国企业社会责任报告
评级专家委员会
Chinese Expert Committee on CSR Report Rating

Second consecutive year of five-star rate for CR Mixc Lifestyle's Sustainability Report

IV Suggestions for improvement

1. Further strengthen the social responsibility system and management system;
2. Optimize the presentation of key performance data to further improve the readability of the Report.

Vice Chairman of China Expert Committee on CSR Report Rating

Leader of Rating Team

Expert of Rating Team

Issued on: April 24, 2024



Scan the code to
view the rating profile

Feedback

Dear readers,

Hello! Thank you very much for taking the time to read this report. In order to improve the Company's Sustainability Management and report preparation, and enhance the responsibility performance of CR Mixc Lifestyle, we would like to hear your opinions and suggestions. Your feedback information will not be obtained by third parties, please feel free to give us your advice!

1.Which of the following stakeholders do you belong to?

- Government officials Regulatory authorities Shareholders and investors Employees Clients
 Suppliers and partners Community residents CSR practitioners Similar enterprises Others

2.What is your overall opinion about this report?

- Excellent Good Average Poor Very poor

3.Do you think this report reflects the company's significant impact on the economy, society, and environment?

- Yes No

4.How clear, accurate, and complete do you think the information, data, and indicators disclosed in this report are?

- High Relatively high Average Relatively low Low

5.How do you think about the structure of this report?

- Very reasonable Relatively reasonable Average Poor Very poor

6.How do you think about the layout and design of this report?

- Very reasonable Relatively reasonable Average Poor Very poor

7.How do you think about the readability of this report?

- High Relatively high Average Relatively low Low

8.What are your opinions and suggestions on the company's sustainability?

Scan the QR code to give your feedback and suggestions

